

二零零五年資訊科技 在工商業的使用情況和普及程度 按年統計調查報告

Report on 2005 Annual Survey on Information Technology Usage and Penetration in the Business Sector

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統計調查結果摘要

Summary of Survey Results

個人電腦的應用

Personal computer (PC) usage

- (1) **60.5%**的機構單位有使用個人電腦，較二零零四年增加**2.1***個百分點。(詳見2.3段)
60.5% of establishments used PCs, **2.1*** percentage points higher than that in 2004. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **54.7%**的機構單位有連接互聯網，較二零零四年增加**4.3***個百分點。(詳見2.9段)
54.7% of establishments had Internet connection, **4.3*** percentage points higher than that in 2004. (See paragraph 2.9 for details)

網頁 / 網站的應用

Web page / Web site usage

- (3) **15.5%**的機構單位有設立網頁 / 網站，較二零零四年增加**0.7***個百分點。(詳見2.23段)
15.5% of establishments had a Web page / Web site, **0.7*** percentage point higher than that in 2004. (See paragraph 2.23 for details)

電子商業

Electronic business

- (4) **15.4%**的機構單位有透過電子途徑**預訂或購買**貨品、服務或資料，較二零零四年增加**3.6***個百分點。(詳見2.33段)
15.4% of establishments had *ordered or purchased* goods, services or information through electronic means, **3.6*** percentage points higher than that in 2004. (See paragraph 2.33 for details)
- (5) **52.3%**的機構單位有透過電子途徑**獲取**貨品、服務或資料，較二零零四年減少**0.7***個百分點。(詳見2.38段)
52.3% of establishments had *received* goods, services or information through electronic means, **0.7*** percentage point lower than that in 2004. (See paragraph 2.38 for details)
- (6) **1.8%**的機構單位有透過電子途徑**售賣**貨品、服務或資料，較二零零四年增加**0.6***個百分點。(詳見2.45段)
1.8% of establishments had *sold* goods, services or information through electronic means, **0.6*** percentage point higher than that in 2004. (See paragraph 2.45 for details)
- (7) **15.7%**的機構單位有透過電子途徑**遞送**貨品、服務或資料，較二零零四年增加**0.4***個百分點。(詳見2.52段)
15.7% of establishments had *delivered* goods, services or information through electronic means, **0.4*** percentage point higher than that in 2004. (See paragraph 2.52 for details)

統計調查結果摘要 (續)

Summary of Survey Results (cont'd.)

- (8) 二零零四年，透過電子途徑售賣貨品、服務或資料而獲得的業務收益合計為276億元，較二零零三年上升30.4%。這類收益佔業務總收益的0.49%，較二零零三年增加0.07個百分點。(詳見2.48段)

In 2004, business receipts received through selling goods, services or information through electronic means was \$27.6 billion, up by 30.4% over 2003. These receipts represented 0.49% of the total business receipts, up by 0.07 percentage point over 2003. (See paragraph 2.48 for details)

資訊科技保安

Information technology security

- (9) 35.1%的機構單位的電腦系統在被訪問前的十二個月內曾受到入侵 / 襲擊，較二零零四年減少9.5個百分點。(詳見2.59段)

35.1% of establishments had suffered from computer attacks in the 12 months before enumeration, 9.5 percentage points lower than that in 2004. (See paragraph 2.59 for details)

無線及流動服務和技術的應用

Usage of wireless and mobile services and technology

- (10) 13.9%的機構單位有應用無線及流動裝置，較二零零四年增加5.8個百分點。(詳見2.68段)

13.9% of establishments had used wireless and mobile devices, 5.8 percentage points higher than that in 2004. (See paragraph 2.68 for details)

註釋：(i) 此統計調查的結果受抽樣誤差的影響。根據統計檢定的結果，本表附有 "*" 號的變動在統計觀點而言是不顯著的。

(ii) 除特別說明外，所有資料均是指二零零五年四至八月時的情況。

Notes : (i) Results of the survey are subject to sampling error. According to results of a statistical test, the changes given in this table marked with "*" are statistically insignificant.

(ii) All figures refer to the position as at April to August 2005 unless otherwise specified.

I 緒言

背景

1.1 政府統計處應政府資訊科技總監辦公室委託，於二零零五年四月至八月進行了「二零零五年資訊科技在工商業的使用情況和普及程度統計調查」。政府統計處在二零零零年首次進行這項統計調查。

統計調查目的

1.2 這項統計調查目的是搜集有關資訊科技在工商業的使用情況和普及程度的資料。統計調查的結果將提供有用資料，作為釐訂香港未來資訊科技發展策略的參考。

有關法例

1.3 這項統計調查是根據《普查及統計條例》(第 316 章)第 IIIA 部進行，屬自願參與性質，並於二零零一年三月二日在香港特別行政區政府憲報所刊登的第三號政府公告上宣佈進行。條例規定，政府統計處對個別機構單位的資料必須嚴加保密，日後只發表整體性而不會顯示個別機構單位的資料。

I Introduction

Background

1.1 The Census and Statistics Department (C&SD) conducted the "2005 Annual Survey on Information Technology Usage and Penetration in the Business Sector" in April to August 2005 under the auspices of the Office of the Government Chief Information Officer. The survey was first conducted in 2000.

Survey objectives

1.2 The objective of the survey is to collect information relating to information technology (IT) usage and penetration in the business sector. The survey results would be useful for reference in the development of IT strategy in Hong Kong.

Legislation

1.3 The survey is conducted under Part IIIA of the Census and Statistics Ordinance (Chapter 316). It is a voluntary survey as notified in Government Notice No. 3 in the Government of the Hong Kong Special Administrative Region Gazette of 2 March 2001. The Ordinance stipulates that the collected information relating to individual establishments must be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, would be released.

I 緒言 (續)

統計調查的範圍

1.4 這項統計調查以政府統計處備存的機構單位紀錄庫為抽樣框。此紀錄庫是根據稅務局商業登記處的資料更新。這項統計調查涵蓋下列行業的機構單位：

行業類別 包括的行業 (HSIC)*

3	製造業
4	電力及燃氣業
5	建造業
6	批發、零售、進／出口貿易、飲食及酒店業
7	運輸、倉庫及通訊業
8	金融、保險、地產及商用服務業
9	社區、社會及個人服務業

* HSIC — 香港標準行業分類
Hong Kong Standard Industrial Classification

統計期

1.5 為了獲得資訊科技在工商業的使用情況和普及程度的最新資料，除特別說明外，所有資料均以數據搜集時的情況為依據。

I Introduction (cont'd.)

Survey coverage

1.4 The sampling frame for the survey is the Central Register of Establishments, which is a comprehensive register maintained by the C&SD and updated by reference to records of the Business Registration Office of the Inland Revenue Department. The survey covers establishments engaged in the following sectors:

Industry Sectors covered Sector (HSIC)*

3	Manufacturing
4	Electricity and gas
5	Construction
6	Wholesale, retail, and import/export trades, restaurants and hotels
7	Transport, storage and communications
8	Financing, insurance, real estate and business services
9	Community, social and personal services

Survey reference period

1.5 In order to obtain the latest position on IT usage and penetration in the business sector, data collected referred to the position when they were collected, unless it was specified otherwise.

I 緒言 (續)

1.6 在二零零五年統計調查中，就業人數是指在二零零五年三月底的情況，而總業務收入則指二零零四年或由二零零四年一月一日至二零零五年三月三十一日期間任何連續十二個月的資料，視乎個別機構單位的會計慣例而定。如機構單位在上述界定的會計期間內開業或停業，則只搜集該等機構單位在上述會計期間內營業期間的數據。

抽樣設計

1.7 這項統計調查的抽樣框是先以行業組別分層，然後在每個行業組別分層內，再以就業人數類別分層。二零零五年統計調查一共選出 4 701 間機構單位作為樣本。根據統計調查結果，在統計範圍內的機構單位總數估計約為 314 000 間。

資料搜集

1.8 問卷於二零零五年三月下旬以郵寄方式遞送到被選中的 4 701 間機構單位。此外亦製備問卷的電子版本，以供索取應用。外勤人員會探訪或致電受訪者以核實已填妥問卷內的資料，並在有需要時協助受訪者填妥問卷。截至二零零五年八月底，成功訪問的機構單位有 3 890 間，未有回應的機構單位有 84 間，未能接觸到或在統計期內沒有營業的機構單位有 727 間。整體回應率為 98%。

I Introduction (cont'd.)

1.6 In the 2005 survey, number of persons engaged referred to the position as at end-March 2005. Information on business receipts referred to the calendar year 2004, or a 12-month period between 1 January 2004 and 31 March 2005, according to the accounting practices of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected covered the months within this accounting period during which the establishments were in operation.

Sampling design

1.7 The survey frame was first stratified by industry group, and within each industry group, by employment size. A total of 4 701 establishments were selected for enumeration in the 2005 survey. The total number of establishments falling within the scope of the survey was estimated to be about 314 000 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to the 4 701 selected establishments in end-March 2005. Soft copy of the questionnaire was also available upon request. Field officers would visit/telephone respondents to verify the information in the completed questionnaires and assist them in completing the questionnaires if necessary. By end-August 2005, 3 890 establishments were successfully enumerated, 84 failed to respond and 727 could not be located or were found to be inactive. The overall response rate was 98%.

資料處理

1.9 填妥交回的問卷經本處職員詳細審核及電腦查證，方進行製表工作。這項審核程序包括查核填報的資料是否完整無缺、前後一致以及確實可信。遇有含糊或前後不一致的數據，本處即致電或到訪有關機構單位進行查證。

估值的可靠性

1.10 這項統計調查的結果受抽樣誤差和非抽樣誤差的影響。本報告所載的估價是根據一個特定樣本所得的資料編製。以同樣的抽樣方式，可抽選出許多大小相同的樣本，而是項統計調查的樣本為眾多樣本的其中之一。由於每次抽選的樣本都會略有不同，因此不同樣本得出的估價亦互有差異。抽樣誤差是計算這些差異的統計數量，可用以量度從一個特定樣本所得的估價，在估計總體數據方面的精確程度。

1.11 本報告在評估各種變數估價的精確程度時，採用了離中系數。離中系數為一統計量數，顯示估計數值的相對精確性。離中系數的計算方法，是將估價的抽樣誤差除以估價本身的數值，再以百分比表示。離中系數越低，估計數值則越精確。

1.12 統計變數的 95% 置信區間意指某一範圍的數值，其包含變數的實際值機會率達百分之九十五。

Data processing

1.9 Completed questionnaires were subjected to thorough checks by office staff and detailed validation checks by computer before tabulation. Such checking covered completeness of entries, consistency among data items and credibility of reported data. When dubious entries or inconsistency in the reported data were spotted, clarifications were made with respondents by phone or by field verification visits.

Reliability of the estimates

1.10 Results of the survey are subject to sampling and non-sampling errors. The estimates contained in this report are based on information obtained from a particular sample, which is one of many samples that could be selected using the same sampling design. Estimates derived from different samples may differ from each other. Sampling error is a measure of these variations and is thus a measure of the precision of an estimate derived from the particular sample in estimating the population parameter to be measured.

1.11 For the purpose of assessing the precision of the estimates for various variables in this report, the coefficient of variation (CV) is used. The CV is a statistical measure to indicate the relative precision of an estimate. The CV is obtained by expressing the sampling error of an estimate as a percentage of the value of estimate itself. The smaller the CV, the more precise is the value of the estimate.

1.12 A 95% confidence interval (CI) for a statistical variable refers to the range of values which covers the true value of the variable with a chance of 95 out of 100.

I 緒言 (續)

I Introduction (cont'd.)

1.13 本報告所載列的主要變數估值的離中系數及統計變數的 95% 置信區間如下：

1.13 The CV and 95% CI of the estimates of the key variables in this report are given below :

變數 Variable	估值 Estimate	離中系數 CV	95% 置信區間 95% CI
有使用個人電腦的機構單位的百分比 Percentage of establishments using personal computers	60.5%	2.0%	58.2% - 62.9%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	54.7%	2.4%	52.2% - 57.2%
有網頁／網站的機構單位的百分比 Percentage of establishments having Web pages/Web sites	15.5%	7.7%	13.1% - 17.8%
有透過電子途徑預訂或購買貨品、服務或資料的機構單位的百分比 Percentage of establishments having ordered or purchased goods, services or information through electronic means	15.4%	7.8%	13.0% - 17.7%
有透過電子途徑獲取貨品、服務或資料的機構單位的百分比 Percentage of establishments having received goods, services or information through electronic means	52.3%	2.7%	49.6% - 55.1%
有透過電子途徑售賣貨品、服務或資料的機構單位的百分比 Percentage of establishments having sold goods, services or information through electronic means	1.8%	27.8%	0.8% - 2.8%
有透過電子途徑遞送貨品、服務或資料的機構單位的百分比 Percentage of establishments having delivered goods, services or information through electronic means	15.7%	7.6%	13.4% - 18.1%

I 緒言 (續)

I Introduction (cont'd.)

統計表註釋

Notes to statistical tables

1.14 機構單位按照下表分為小型、中型及大型：

1.14 Establishments are categorized into small, medium and large as follows:

經濟活動 Economic Activity	機構單位規模 Size of establishments	就業人數 No. of persons engaged		
		小型 Small	中型 Medium	大型 Large
製造業 (行業類別 3) Manufacturing (Industry Sector 3)		<10	10 - 99	≥ 100
非製造業 (行業類別 4 至 9) Non-manufacturing (Industry Sectors 4-9)		<10	10 - 49	≥ 50

1.15 本刊的統計表內各代號的含意如下：

1.15 The following symbols were used in tables throughout this report:

- 不適用

- not applicable

少於0.05%

less than 0.05%

1.16 由於進位關係，個別數字或百分比之和可能不等於其總數。

1.16 Figures or percentages of components may not add up exactly to the respective totals owing to rounding.

機構單位的特徵

2.1 這項統計調查範圍內的機構單位估計有 314 000 間。按行業類別分析，約半數 (165 000) 的機構單位從事批發、零售、進／出口貿易、飲食及酒店業。約 88% 為小型機構單位。機構單位的分布大致與二零零四年相若。

(表 1.1A 及 1.1B)

Characteristics of establishments

2.1 A total of 314 000 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, around half (165 000) of the establishments were engaged in the wholesale, retail and import/export trades, restaurants and hotels sector. About 88% of the establishments were of small size. The distribution is similar to that in 2004.

(Table 1.1A and 1.1B)

個人電腦的應用

2.2 這部分分析個人電腦在工商業的使用情況，及探討機構單位所使用的個人電腦和應用軟件類別。

2.3 約 61% 的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業 (87%)，最低的是運輸、倉庫及通訊業 (29%)。(表 2.1、圖 2.1 及 2.2)

Personal computer usage

2.2 This section analyses the utilization of personal computers (PCs) in the business sector. The types of PCs and application software packages being used are also studied.

2.3 About 61% of the establishments used PCs. Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (87%), and was lowest in the transport, storage and communications sector (29%). (Table 2.1, Charts 2.1 and 2.2)

圖 2.1 : 個人電腦 / 互聯網 / 網站 / 網頁在工商業的普及程度
Chart 2.1 : Penetration of PCs/Internet/Web Site/Web Page in the business sector

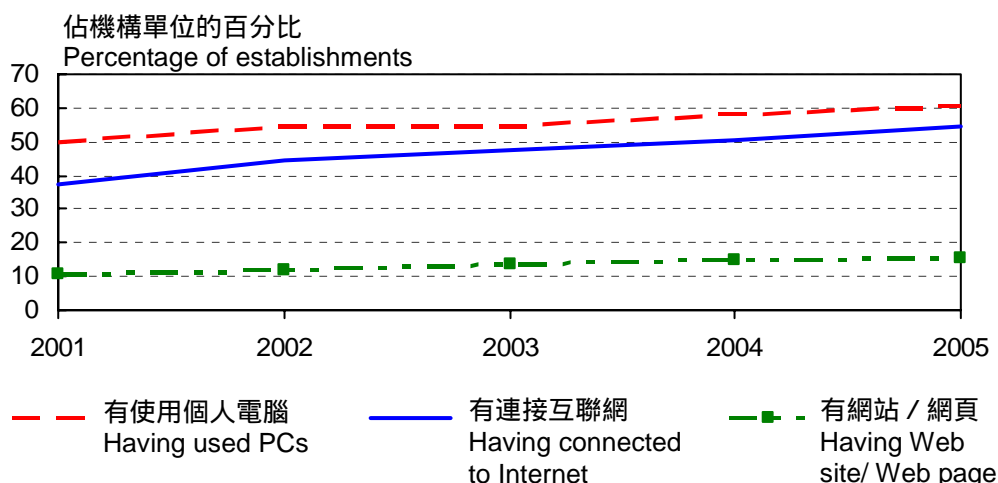
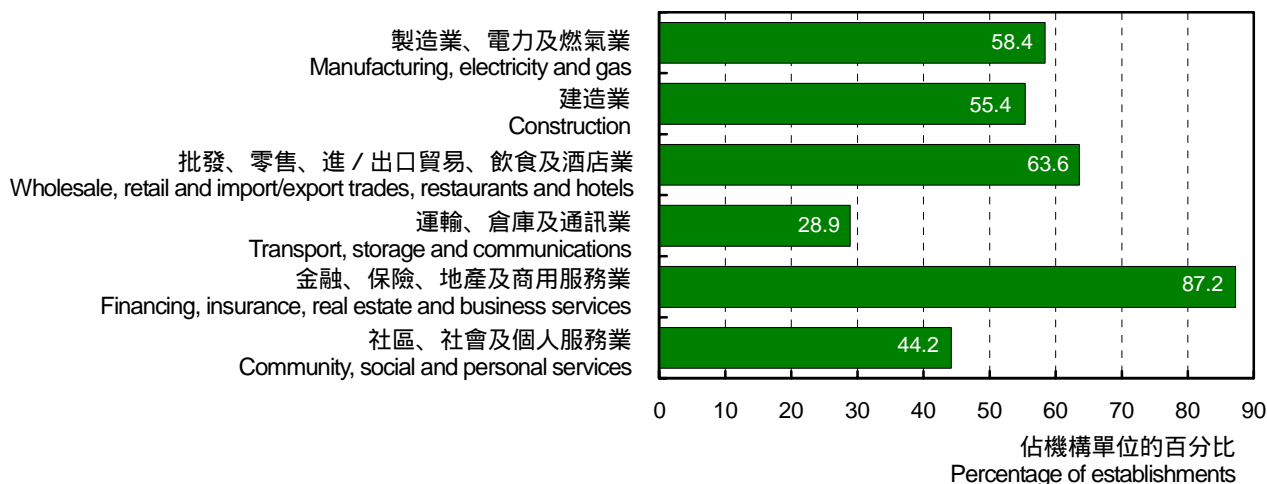


圖 2.2 : 按行業類別劃分的個人電腦的應用
Chart 2.2 : Personal computers usage by industry sector



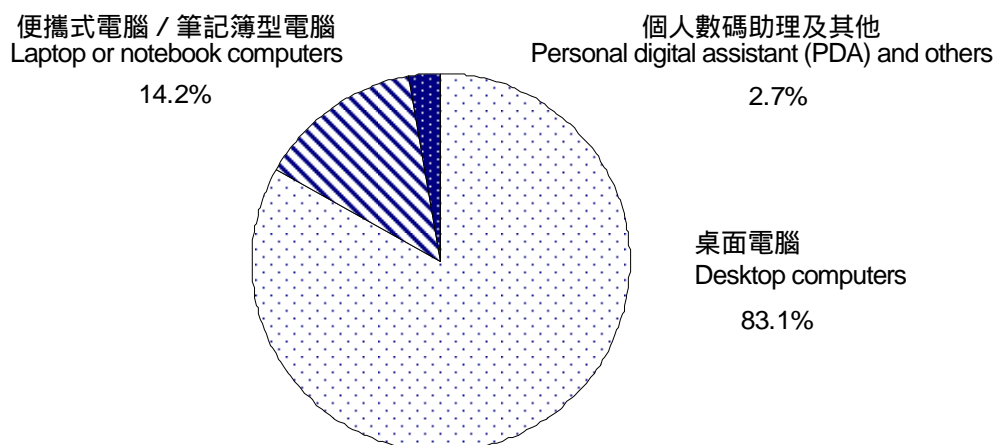
2.4 如一般預期，機構單位的規模越大，個人電腦的使用率越高。約 97% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 89% 及 56%。(表 2.1)

2.4 As expected, PC usage increased with size of establishments. Some 97% of the large establishments had used PCs, as against 89% for medium establishments and 56% for small establishments. (Table 2.1)

2.5 統計調查所涵蓋的行業類別內的機構單位共裝置了約 179 萬部個人電腦，其中 83% 為桌面電腦，14% 為便攜式電腦／筆記簿型電腦。平均每間有使用個人電腦的機構單位裝置 9 部個人電腦。(表 2.2 及圖 2.3)

2.5 A total of about 1.79 million sets of PCs were installed in establishments of the industry sectors covered. About 83% were desktop computers and 14% were laptop/notebook computers. Among those establishments using PCs, each had 9 sets of PCs on average. (Table 2.2 and Chart 2.3)

圖 2.3 : 按種類劃分的個人電腦數目的分布
Chart 2.3 : Distribution of personal computers by category



2.6 在有使用個人電腦的機構單位中，約 94% 有裝置或接達文字處理應用軟件。另一方面，22% 有裝置或接達特製電腦系統。(表 2.3 及 2.4)

2.7 在沒有使用個人電腦的機構單位中，只有 1.1% 有計劃裝置個人電腦。在有此計劃的機構單位中，81% 預計將在二零零五年底前裝置。至於並未有計劃裝置個人電腦的原因，較多機構單位提及「對業務沒有裨益」(80% 該類機構單位曾提及此原因)，其次是「缺乏對應用個人電腦有認識的員工」(40%)。(表 2.5、2.6A 及 2.6B)

互聯網的應用

2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位使用互聯網的哪些一般功能及如何連接互聯網的情況。

2.9 約 55% 的機構單位已連接互聯網，佔有使用個人電腦的機構單位的 90%。大型機構單位的百分比 (91%) 較中型 (84%) 及小型 (50%) 機構單位的百分比為高。按行業類別分析，金融、保險、地產及商用服務業的百分比最高 (82%)，而最低的則為運輸、倉庫及通訊業 (26%)。(表 3.1 及圖 2.4)

2.6 Of those establishments that had installed PCs, some 94% had installed or access to word processing application software. On the other hand, 22% had installed or access to tailor-made computer systems. (Tables 2.3 and 2.4)

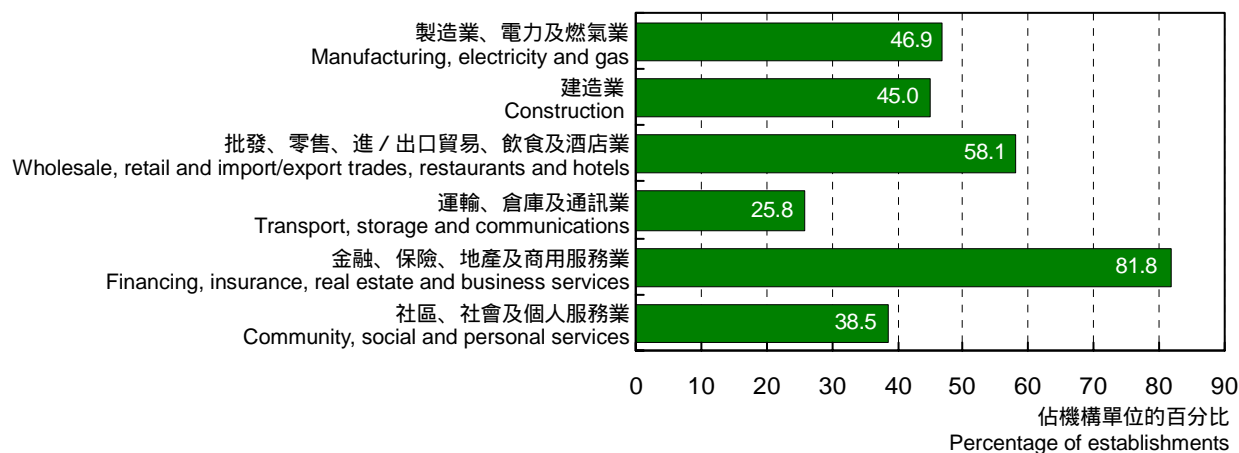
2.7 Only 1.1% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 81% had planned to do so by end-2005. The most commonly cited reasons for not intending to install PCs were "no business benefits to do so" (cited by 80% of those establishments) and "lack of personnel familiar with using PC" (40%). (Tables 2.5, 2.6A and 2.6B)

Internet usage

2.8 Besides analysing the extent of establishments having Internet connection in this section, the general functions of Internet usage and method of connection are also studied.

2.9 Some 55% of all establishments, or 90% of the establishments using PCs had Internet connection. The percentage was much higher for large establishments (91%) than medium establishments (84%) and small establishments (50%). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (82%) and lowest for the transport, storage and communications sector (26%). (Table 3.1 and Chart 2.4)

圖 2.4 : 按行業類別劃分的互聯網的應用
Chart 2.4 : Internet usage by industry sector



2.10 在互聯網的各用途中，96% 有連接互聯網的機構單位最常使用「電子郵件」，其次為「網上資料搜集」(91%)及「網上獲取商品、服務或資料」(85%) (表 3.2)

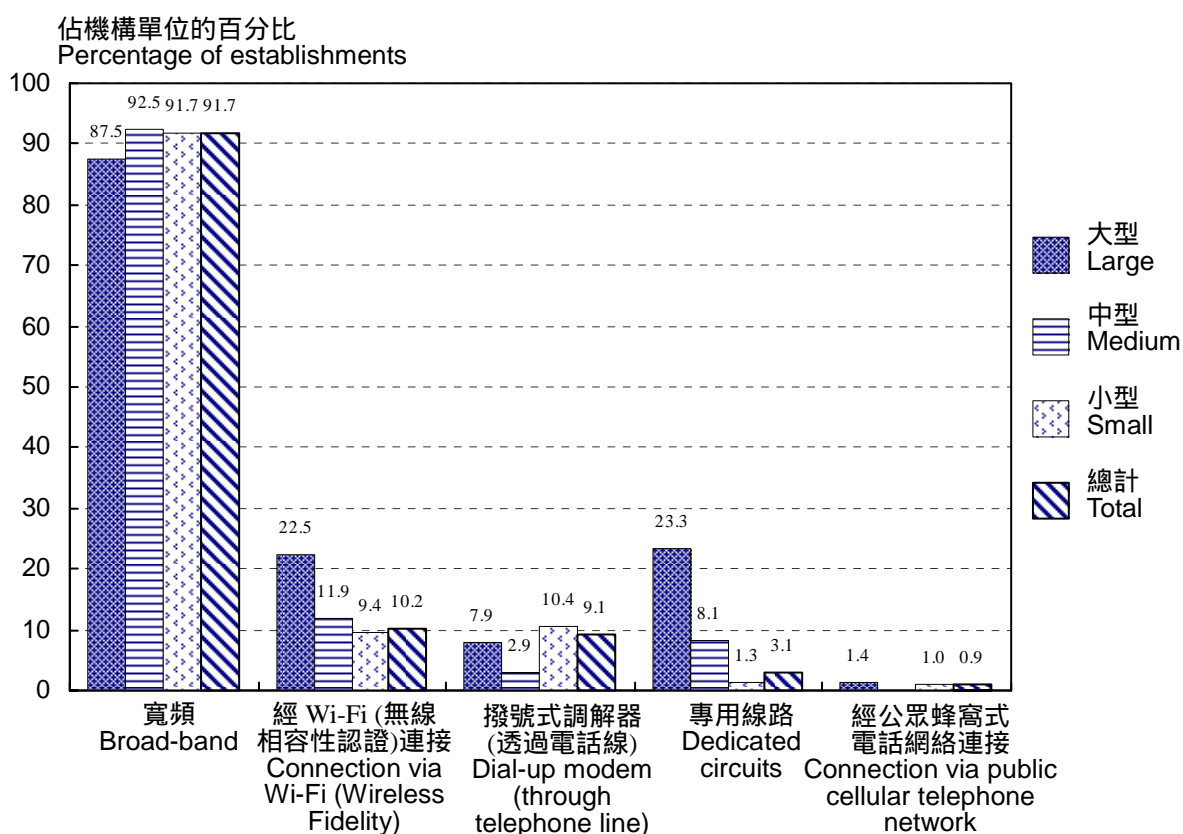
2.10 Among the various types of Internet usage, "electronic-mail" was mostly used by 96% of the establishments having Internet connection, followed by "on-line source of information" (91%) and "on-line receipt of goods, services or information" (85%). (Table 3.2)

2.11 按連接互聯網的方法分析，有92% 的機構單位利用寬頻上網及 10% 的機構單位經Wi-Fi(無線相容性認證)連接上網。透過電話線撥號式調解器、專用線路及公眾蜂窩式電話網絡連接上網的機構單位分別有 9%、3%及 1%。(表 3.3 及圖 2.5)

2.11 Analysed by method of connection, 92% of the establishments used broad-band connection to the Internet and 10% of the establishments connected via Wi-Fi (Wireless Fidelity). Connection to the Internet via dial-up modem through telephone lines, dedicated circuits and public cellular telephone network were reported by 9%, 3%, and 1% of the establishments respectively. (Table 3.3 and Chart 2.5)

圖 2.5 : 按機構單位就業人數類別劃分的連接互聯網的方式

Chart 2.5 : Method of Internet connection by employment size of establishments



2.12 約 99% 沒有連接互聯網的機構單位並未有計劃連接互聯網。最常提及的原因是「連接互聯網對業務沒有裨益」(該類機構單位中, 81% 曾提及此原因), 其次是「缺乏熟悉互聯網的員工」(37%)。在有計劃連接互聯網的機構單位中, 80% 預計將在二零零五年底前連接。(表 3.4、3.5A 及 3.5B)

2.12 About 99% of the establishments not having Internet connection had no intention to connect. The most commonly cited reasons for not intending to do so were "no business benefits to have Internet connection" (cited by 81% of those establishments), followed by "lack of personnel familiar with Internet" (37%). For those establishments that had intended to have Internet connection, 80% expected that they would do so by end-2005. (Tables 3.4, 3.5A and 3.5B)

僱員在工作中使用個人電腦和互聯網的情況

Employees using personal computers and Internet at work

2.13 二零零五年的統計調查除了向機構單位收集有關個人電腦和互聯網的普及程度資料外, 還收集關於僱員在工作中使用個人電腦和互聯網的百分比的資料。

2.13 Apart from collecting information on PC and Internet penetration at establishment level, information on the proportion of employees using PCs and Internet at work was also collected in the 2005 round of the survey.

2.14 根據統計調查的結果，約有 54% 的僱員在工作時使用個人電腦。僱員工作時使用個人電腦的百分比以金融、保險、地產及商用服務業最高(69%)，而最低的是建造業(41%)。(表 3.6)

2.15 僱員工作時使用互聯網的情況與工作時使用個人電腦的情況相若，有關的百分比是 43%。金融、保險、地產及商用服務業的僱員使用互聯網的百分比最高(52%)，而建造業的僱員則最低(32%)。(表 3.6)

其他網絡的應用

2.16 二零零五年的統計調查也探討了工商業採用其他類別網絡的程度，包括局部區域網絡(LAN)、內聯網和外聯網。這些指標有助分析工商界運用資訊科技推行更多複雜的應用系統的準備情況。

2.17 根據統計調查的結果，約有 20% 的機構單位已敷設了局部區域網絡以共用資源，比率最高者為金融、保險、地產及商用服務業(33%)。此外，敷設局部區域網絡的機構單位以大型機構單位為主(80%)，普及程度勝過中型(58%)和小型(15%)機構單位。(表 3.7)

2.18 約有 6% 的機構單位設置內聯網作內部的通訊網絡。大型的機構單位(58%)較中型(20%)和小型機構單位(3.3%)熱中於設置內聯網。(表 3.7)

2.14 The survey results indicated that some 54% of the employees used PCs at work. The percentage of employees using PCs was highest in the financing, insurance, real estate and business services sector (69%), and was lowest in the construction sector (41%). (Table 3.6)

2.15 Exhibiting similar profile of using PCs at work, the percentage of employees using Internet at work was 43%. While employees in the financing, insurance, real estate and business services sector had the highest percentage of using Internet at work (52%), those in the construction sector had the lowest percentage of 32%. (Table 3.6)

Other networks usage

2.16 The extent of adopting different types of network including local area network (LAN), intranet and extranet in the business sector was also explored in the 2005 round of the survey. These indicators could help analyse the readiness of businesses to implement more sophisticated applications with information technology.

2.17 The survey results indicated that some 20% of the establishments had set up LAN for sharing resources, with the highest percentage for the financing, insurance, real estate and business sector (33%). On the other hand, having LAN connection was predominantly more prevalent in large establishments (80%) than in medium (58%) and small establishments (15%). (Table 3.7)

2.18 About 6% of the establishments deployed intranet for intra-company network communication. Large establishments had a higher propensity to set up intranet (58%) than medium (20%) and small establishments (3.3%). (Table 3.7)

2.19 採用外聯網與對外的業務伙伴互通信息的情況仍然不甚普遍。根據統計調查結果，二零零五年只有 1.4% 的機構單位設置外聯網。大型機構單位採用外聯網的比率最高，有 18%。(表 3.6)

數碼證書的應用

2.20 數碼證書應用的分析包括所有核證機關發出的數碼證書。這些機關包括所有香港的核證機關（無論是否根據電子交易條例獲認可）及香港以外的核證機關。在二零零五年有 14% 的機構單位擁有數碼證書，而這些機構單位平均各擁有 1.8 張數碼證書。有 91% 擁有數碼證書的機構單位有使用數碼證書。那些並沒有數碼證書的機構單位中，只有 0.7% 有計劃申請使用。在並未有計劃申請使用數碼證書的機構單位中，有 56% 曾提及「甚少透過電子途徑進行商業交易」，有 48% 提及「沒有提供數碼簽署的需要」，同樣有 25% 的機構單位提及「不知道數碼證書的存在或對此沒有認識」，故並未有計劃申請使用數碼證書。(表 4.1、4.2、4.3、4.6、4.7A 及 4.7B)

網頁／網站的應用

2.21 這項統計調查探討機構單位使用網頁／網站的情況，不論其網頁是附設在其他機構單位／組織的網站內，或是放置在該機構單位的註冊領域名稱之下。

2.22 這部分分析有設立網頁／網站或擁有網絡伺服器的機構單位分布，亦分析機構單位把其網頁／網站連接到本身的資料庫及其商業伙伴的電腦系統的情況。

2.19 The adoption of extranet for sharing business information with external business partners was still limited. As reflected from the survey, only 1.4% of the establishments had set up extranet in 2005. The adoption rate was highest for large establishments, being 18%. (Table 3.7)

Digital certificate usage

2.20 Analysis on digital certificate (D-cert) usage covers D-cert issued by all types of Certification Authorities (CAs). Local CAs, be they recognized under the Electronic Transactions Ordinance (ETO) or not, are included as well as CAs outside Hong Kong. 14% of establishments were found to have D-certs in 2005 and these establishments on average have 1.8 D-certs per establishment. 91% of these establishments having D-certs had used their D-certs. For those not having D-certs, only 0.7% had planned to apply for D-certs. The most commonly cited reasons for not intending to have D-cert were "little use of electronic means in business transactions" (cited by 56% of those establishments), "no need to provide digital signature" (48%) and "do not know existence of digital certificate or do not have knowledge about it" (25%). (Tables 4.1, 4.2, 4.3, 4.6, 4.7A and 4.7B)

Web page/Web site usage

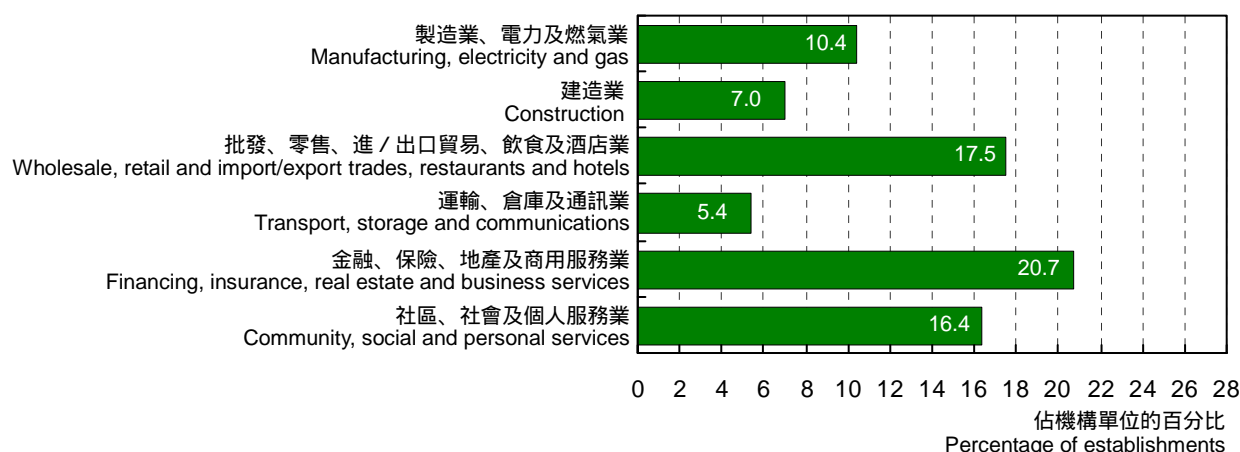
2.21 In this survey, the usage of Web page/Web site is studied, regardless of whether the Web page was attached to the Web site of other establishments/ organisations, or was placed under the registered domain name of the establishment.

2.22 In this section, the distribution of establishments having Web page/Web site or Web server is analysed. The extent of establishments connecting their Web pages/Web sites with their related in-firm database and with their business partners' computer systems are also analysed.

2.23 約 15% 的機構單位有設立網頁／網站。在主要行業類別中，有設立網頁／網站的百分比最高的是金融、保險、地產及商用服務業(21%)。與個人電腦及互聯網的使用情況相若，大型機構單位設立網頁／網站的百分比 (72%)，明顯較中型 (35%) 及小型 (12%) 機構單位的百分比為高。(表 5.1 及圖 2.6)

2.23 About 15% of the establishments had a Web page/Web site. Among the major industry sector, the percentage of establishments having a Web page/Web site was highest in the financing, insurance, real estate and business services sector (21%). Exhibiting similar pattern as PC and Internet usage, the percentage for web usage was much higher for large establishments (72%) than medium establishments (35%) and small establishments (12%). (Table 5.1 and Chart 2.6)

圖 2.6 : 按行業類別劃分的網頁 / 網站的應用
Chart 2.6 : Web pages/Web sites usage by industry sector



2.24 全部有設立網頁／網站的機構單位在他們的網頁／網站提供有關該機構單位及其產品和服務的資料，亦有 35% 的機構單位在網上收集顧客意見。10% 的機構單位透過網頁／網站提供網上訂購產品及服務。(表 5.2A 及 5.2B)

2.24 All of the establishments having Web pages/Web sites provided information about the establishments and the products and services offered in their Web pages/Web sites, while 35% collected on-line feedback from customers. 10% of those establishments supported on-line ordering in their Web pages/Web sites. (Tables 5.2A and 5.2B)

2.25 在已設立網頁／網站的機構單位中，35% 同時擁有本身的網絡伺服器；18% 已把網頁／網站連接到本身的資料庫；而 7.4% 已把網頁／網站連接到商業伙伴的電腦系統。(表 5.3)

2.25 Among establishments having Web pages/Web sites, 35% had their own Web servers; 18% had their Web pages/Web sites connected to their related in-firm database; and 7.4% had their Web pages/Web sites connected to business partners' computer systems. (Table 5.3)

2.26 在那些擁有網頁／網站但沒有把網頁／網站連接到本身的資料庫的機構單位中，1.9% 有計劃這樣做，而其中 37% 計劃在二零零五年底前連接好。(表 5.4)

2.26 For those establishments having Web pages/Web sites but not having them connected to their related in-firm database, 1.9% had intended to do so. Among those that had intended to do so, 37% had intended to have the connection by end-2005. (Table 5.4)

2.27 同樣地，那些擁有網頁／網站但沒有連接到商業伙伴電腦系統的機構單位中，只有 0.8% 計劃將這樣做，而其中 84% 計劃在二零零五年底前連接好。(表 5.5)

2.27 Similarly, for those establishments having Web pages/Web sites but not having them connected to business partners' computer systems, only 0.8% had intended to do so. Among those that had intended to do so, about 84% had intended to have the connection by end-2005. (Table 5.5)

2.28 在沒有設立網頁／網站的機構單位中，94% 並未有計劃設立網頁／網站。(表 5.6)

2.28 For those establishments not having their own Web pages/Web sites, 94% had not intended to have one. (Table 5.6)

2.29 在有計劃設立網頁／網站的 17 000 間機構單位中，約 56% 計劃在二零零五年底前設立其網頁／網站，而另外有 38% 則計劃在二零零六年設立。(表 5.6)

2.29 Among the 17 000 establishments intending to have their own Web pages/Web sites, about 56% had planned to do so by end-2005, and another 38% in 2006. (Table 5.6)

2.30 至於未有計劃設立本身的網頁／網站的機構單位，其主要原因是認為「擁有網頁／網站對業務沒有裨益」(該類機構單位中，77% 曾提及此原因)，其次是由於「缺乏熟悉保養／發展網頁／網站的員工」(33%)。(表 5.7)

2.30 For those establishments not intending to have their own Web pages/Web sites, the reasons cited by most of them were "no business benefits to have a Web page/Web site" (cited by 77% of those establishments), followed by "lack of personnel familiar with maintaining/developing a Web page/Web site" (33%). (Table 5.7)

電子商業

Electronic business

2.31 這部分是以四個層面去分析不同形式的商業活動，分別為預訂或購買、獲取、售賣及遞送貨品、服務或資料，並分析每個層面在交易時使用電子途徑的情況。電子途徑包括互聯網、交互式應答系統及專用私人網絡等媒介。

2.31 In this section, various business activities are analysed under four categories, viz. order or purchase, receipt, sale and delivery of goods, services or information. For each category, the extent of transactions made through electronic means is analysed. Electronic means include media such as the Internet, interactive response system and designated private network.

(a) 透過電子途徑預訂或購買貨品、服務或資料

2.32 在這項統計調查中，只有那些透過電子途徑確認整個預訂或購買過程的機構單位才被視為有透過電子途徑預訂或購買貨品、服務或資料。

2.33 只有 15% 的機構單位在訪問前的十二個月內曾透過電子途徑預訂或購買貨品、服務或資料，反映透過電子途徑購買仍然非常有限。而金融、保險、地產及商用服務業 (22%) 和一般大型機構單位 (32%) 的百分比則較高。
(表 6.1 及圖 2.7)

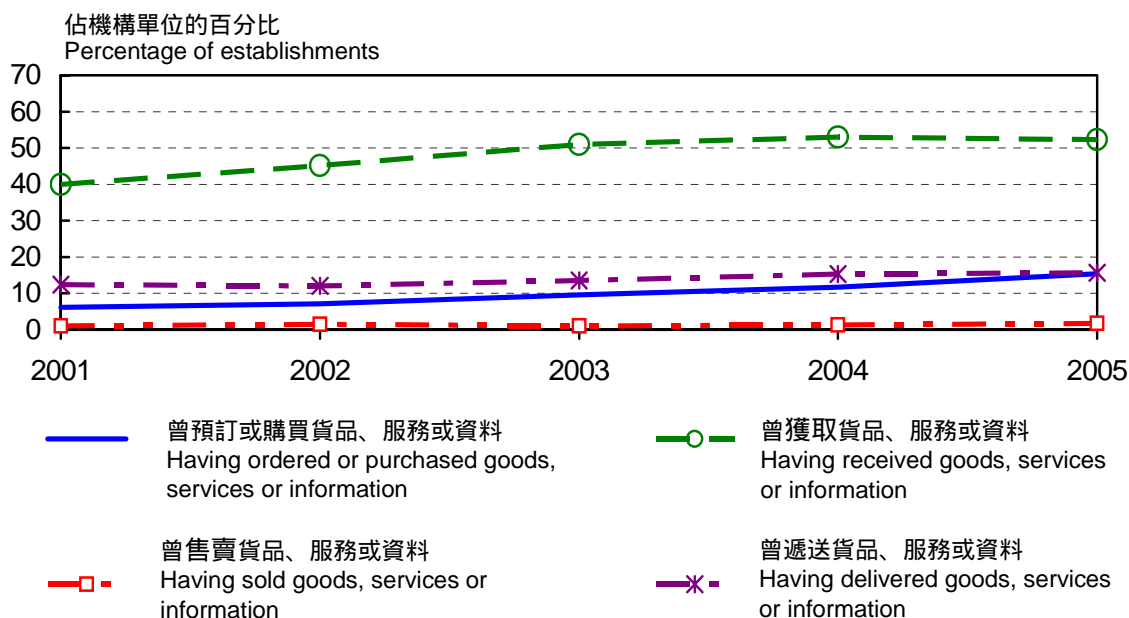
(a) *Ordering or purchases of goods, services or information through electronic means*

2.32 In this survey, an establishment is regarded to have ordered or purchased goods, services or information through electronic means if the confirmation of order or purchase is done completely through electronic means.

2.33 Purchasing through electronic means was still very limited, as only 15% of the establishments had ordered or purchased goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (22%) and for large establishments (32%).
(Table 6.1 and Chart 2.7)

圖 2.7 : 電子商業在工商業的普及程度

Chart 2.7 : Penetration of electronic business in the business sector



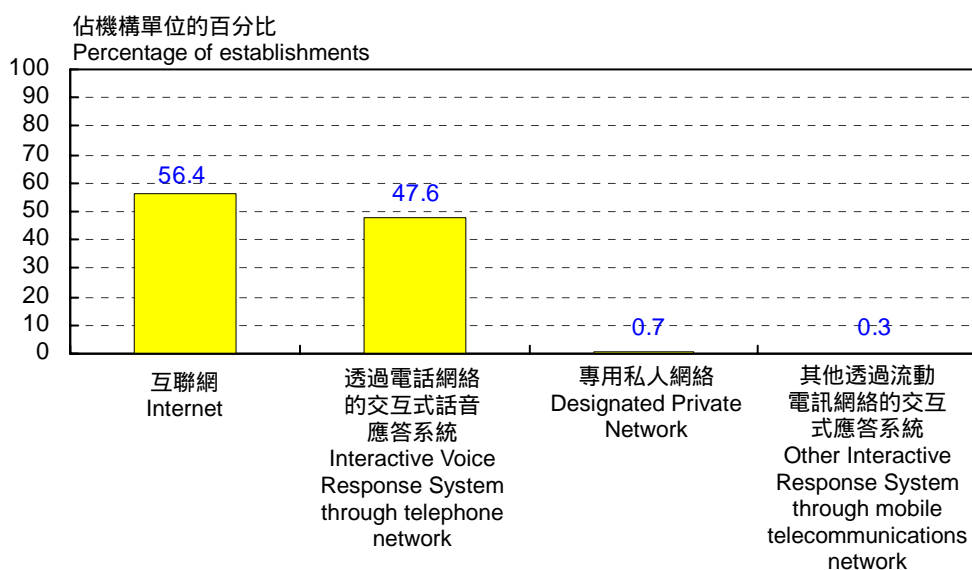
2.34 在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，73% 表示有預訂或補購存貨。按電子途徑類別分析，曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，56% 透

2.34 For those establishments that had ordered or purchased through electronic means, 73% expressed that the use was for "order or purchase for replenishment of inventory". Analysed by various electronic means, 56% of those establishments having

過互聯網進行，48% 透過交互式話音應答系統進行，0.7% 透過專用私人網絡進行。(表 6.2、6.3 及圖 2.8)

ordered or purchased through electronic means had done so through the Internet, 48% through Interactive Voice Response System and 0.7% through designated private network. (Tables 6.2, 6.3 and Chart 2.8)

圖 2.8 : 按主要電子途徑種類劃分的預訂或購買貨品、服務或資料
Chart 2.8 : Ordering or purchasing goods, services or information by major type of electronic means



2.35 至於在二零零四年透過電子途徑預訂或購買貨品、服務或資料的總值佔總購買開支的百分比，70% 的機構單位表示該百分比少於 1%。只有 6.8% 的機構單位表示該百分比多於 10%。在有透過互聯網預訂或購買貨品、服務或資料的機構單位中，71% 表示曾經由網上支付部份的款項。(表 6.4 及 6.5)

2.35 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2004, 70% of the establishments indicated the value of e-purchase contributed to less than 1% of their total value of purchase. Only 6.8% indicated that e-purchase contributed to more than 10% of their total value of purchase. Among establishments having ordered or purchased goods, services or information through Internet, 71% of them indicated that they had made part of the payment through Internet. (Tables 6.4 and 6.5)

2.36 機構單位未曾透過電子途徑預訂或購買貨品、服務或資料的一般原因是認為「對業務沒有裨益」(該類機構單位中，60% 曾提及此原因) 及「業內並不普遍」(35%)。(表 6.6)

2.36 The common reasons for establishments not having ordered or purchased through electronic means were "no business benefits" (cited by 60% of those establishments) and "not popular in the industry" (35%). (Table 6.6)

(b) 透過電子途徑獲取貨品、服務或資料

2.37 在這項統計調查中，網上瀏覽資料亦視為透過電子途徑獲取資料。至於透過電子途徑獲取的貨品，就只限於能以電子途徑傳遞的產品及服務，如套裝軟件及歌曲。這項統計調查就獲取政府貨品、服務或資料(表 7.2、7.3 及 7.4)及其他貨品、服務或資料(表 7.5、7.6 及 7.7)的情況作獨立分析。

2.38 約 52% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取貨品、服務或資料。其中 74% 曾透過電子途徑獲取政府貨品、服務或資料，89% 曾獲取其他貨品、服務或資料。(表 7.1)

政府貨品、服務或資料

2.39 約 38% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取政府貨品、服務或資料。其中 96% 透過個人電腦連接互聯網獲取。另一方面，40% 是透過公共服務電子化計劃 / 生活易獲取。按獲取政府貨品、服務或資料類別分析，大部分 (86%) 表示曾獲取、瀏覽或尋找其他資料，而 26% 則曾遞交與貿易有關的文件。(表 7.1、7.2 及 7.3)

2.40 至於未曾透過電子途徑獲取政府貨品、服務或資料的原因，64% 的該類機構單位指是由於「對業務沒有裨益」，30% 是因為「業內並不普遍」。(表 7.4)

(b) Receipt of goods, services or information through electronic means

2.37 In this survey, browsing of information on the Internet is also regarded as receiving information through electronic means. Goods and services received through electronic means are only restricted to products which could be transmitted through electronic media, such as software packages and songs. Separate analyses are made in the survey on government goods, services or information (Tables 7.2, 7.3 and 7.4) and other goods, services or information (Tables 7.5, 7.6 and 7.7).

2.38 Some 52% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 74% had received government goods, services or information through electronic means and 89% had received other types of goods, services or information. (Table 7.1)

Government goods, services or information

2.39 About 38% of the establishments had received government goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 96% had done so through Internet via PCs. On the other hand, 40% of them had done so through the Electronic Service Delivery Scheme (ESD) / ESD Life. Analysed by type of government goods, services or information received, most (86%) of them had received, browsed or searched information and 26% had submitted trade-related documents (Tables 7.1, 7.2 and 7.3)

2.40 As regards the reasons for not receiving government goods, services or information through electronic means, the more commonly cited reasons were "no business benefit" (64%) and "not popular in the industry" (30%). (Table 7.4)

其他非政府提供的貨品、服務或資料

2.41 約 47% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的貨品、服務或資料。按行業類別分析，金融、保險、地產及商用服務業的百分比最高 (70%)，運輸、倉庫及通訊業的百分比則最低 (24%)。按就業人數類別分析，大型機構單位的百分比明顯較高 (87%)。(表 7.1)

2.42 在曾透過電子途徑獲取其他非政府提供的貨品、服務或資料的機構單位中，大部分 (94%) 表示曾獲取、瀏覽或尋找資料。有 26% 曾獲取電子銀行服務 (例如轉帳)，20% 曾獲取數碼形式的產品及服務，及有 12% 表示曾透過電子途徑查詢財經資料 (例如股票價格)。在各電子途徑中，互聯網最為普及，約 97% 該類機構單位有用此電子途徑。(表 7.5 及 7.6)

2.43 未曾獲取其他貨品、服務或資料的普遍原因亦是「對業務沒有裨益」(69%) 及「缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工」(31%)。(表 7.7)

(c) 透過電子途徑售賣貨品、服務或資料

2.44 在這項統計調查中，只有那些有提供並接納整個透過電子途徑預訂或購買其貨品及服務的機構單位才會被視為有透過電子途徑售賣其貨品、服務或資料。

2.45 只有很少百分比的機構單位 (1.8%) 在被訪問前的十二個月內曾透過電子途徑售賣貨品、服務或資料。大型機構的百分比較高 (6.4%)。(表 8.1)

Goods, services or information other than from the government

2.41 About 47% of the establishments had received goods, services or information (other than from the government) through electronic means in the 12 months before enumeration. Analysed by industry, the percentage was highest for the financing, insurance, real estate and business services sector (70%) and lowest for the transport, storage and communications sector (24%). Analysed by establishment size, the percentage of large establishments was much higher (87%). (Table 7.1)

2.42 Of those establishments having received goods, services or information (other than from the government) through electronic means, most (94%) of them had received, browsed or searched information. 26% had received electronic banking services (e.g. transferring money), 20% had received products in digital form and 12% expressed that they had searched for financial information through electronic means (e.g. stock price). Internet was the most commonly used electronic means, having been used by 97% of those establishments. (Tables 7.5 and 7.6)

2.43 Again, the common reasons for not having received other goods, services or information were "no business benefit to do so" (69%) and "lack of personnel familiar with receiving goods, services or information through electronic means" (31%). (Table 7.7)

(c) Sales of goods, services or information through electronic means

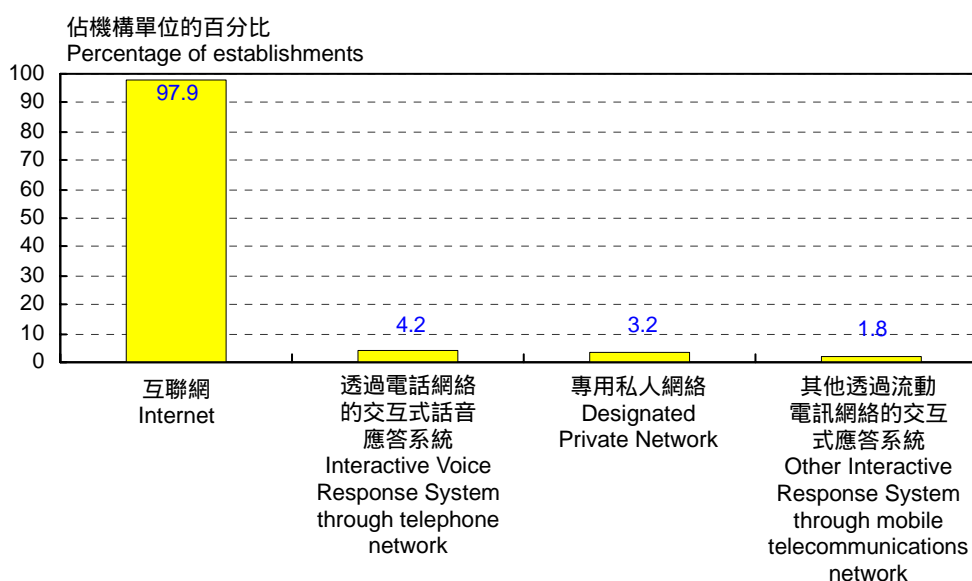
2.44 In this survey, an establishment is regarded to have sold their goods, services or information through electronic means if it offers and accepts orders or purchases that are placed completely through electronic means.

2.45 Only a very small percentage (1.8%) of the establishments had sold goods, services or information through electronic means in the 12 months before enumeration. The percentage in large establishments was higher, being 6.4%. (Table 8.1)

2.46 透過互聯網售賣貨品、服務或資料最普遍。在曾透過電子途徑售賣貨品、服務或資料的機構單位中，約 98% 透過互聯網售賣其貨品、服務或資料。(表 8.2 及圖 2.9)

2.46 Internet was the most common electronic means for selling through electronic means. About 98% of those establishments having sold through electronic means had used it. (Table 8.2 and Chart 2.9)

圖 2.9 : 按主要電子途徑種類劃分的售賣貨品、服務或資料
Chart 2.9 : Selling of goods, services or information by major type of electronic means



2.47 在透過電子途徑售賣貨品、服務或資料的原因中，分別有 94% 及 93% 該類機構單位選擇「提高業務靈活性／商機」和「增強競爭力」。(表 8.3)

2.47 Regarding the reasons for selling goods, services or information through electronic means, "to increase business flexibility/opportunities" and "to enhance competitiveness" were cited by 94% and 93% of those establishments respectively. (Table 8.3)

2.48 在二零零四年透過電子途徑售賣貨品、服務或資料所獲取的業務收益為 276 億元，佔所有涵蓋行業類別總業務收益的 0.49%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，透過專用私人網絡及互聯網售賣所佔的百分比分別為 56% 及 40%。按顧客類別分析，商業對商業的收益佔總收益的 68%。在有透過互聯網售賣貨品、服務或資料的機構單位中，40% 表示曾經網上收取部份的款項。(表 8.4 及 8.5)

2.48 The value of business receipts from selling of goods, services or information through electronic means totalled at \$27.6 billion in 2004, representing 0.49% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 56% of the e-commerce business receipts were through designated private network and 40% were through Internet. As regards the customer group, business receipts from business-to-business e-commerce contributed 68% of the total e-commerce receipts. Among establishments having sold goods, services or information through Internet, 40% of them indicated that they had received part of the payment through Internet. (Tables 8.4 and 8.5)

2.49 在未曾透過電子途徑售賣貨品、服務或資料的機構單位中，99% 並未有計劃這樣做。普遍的原因是「對業務沒有裨益」（該類機構單位中，55% 曾提及此原因）和「業內並不普遍」（35%）。（表 8.6 及 8.7）

2.49 Regarding those establishments not having sold goods, services or information through electronic means, 99% had not intended to do so. The reasons of "no business benefit to do so" and "not popular in the industry" were commonly cited by 55% and 35% of those establishments respectively. (Tables 8.6 and 8.7)

2.50 至於那些有計劃透過電子途徑售賣其貨品、服務或資料的機構單位中，43% 預計將在二零零五年底前實行。（表 8.6）

2.50 As regards those establishments intending to sell through electronic means, 43% expected to do so by end-2005. (Table 8.6)

(d) 透過電子途徑遞送貨品、服務或資料

(d) *Delivery of goods, services or information through electronic means*

2.51 在這項統計調查中，遞送數碼形式的產品及服務及把有關機構單位或其售賣產品及服務的資料放在互聯網上，均被視為有透過電子途徑遞送貨品、服務或資料。

2.51 In this survey, delivery of products and services in digital form and placing information about an establishment or the products and services sold on the Internet are both considered to be delivery of goods, services or information through electronic means.

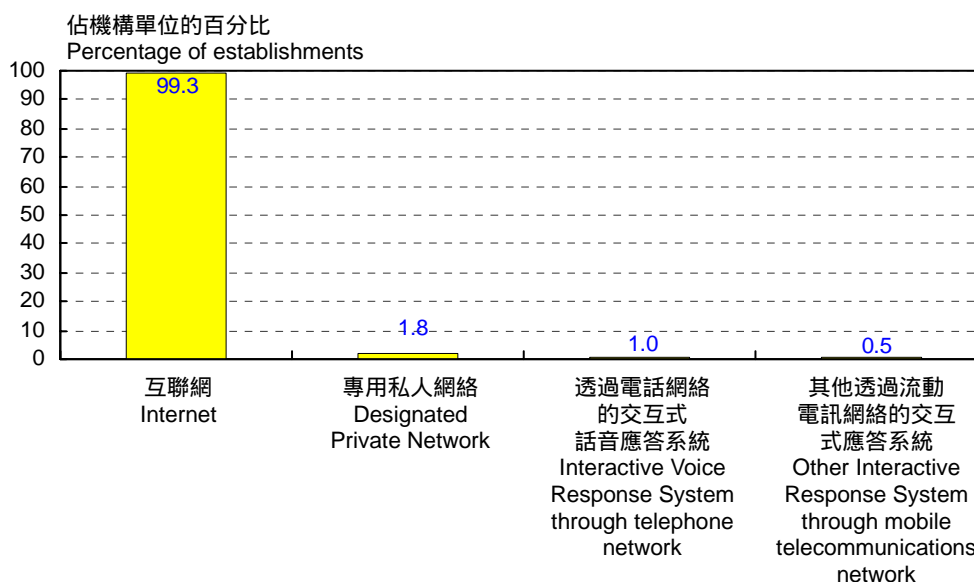
2.52 約 16% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其貨品、服務或資料。其中金融、保險、地產及商用服務業，及批發、零售、進/出口貿易、飲食及酒店業的百分比比較高，分別為 22% 和 18%。（表 9.1）

2.52 About 16% of the establishments had delivered their goods, services or information through electronic means in the 12 months before enumeration. The percentage was higher in the financing, insurance, real estate and business services sector (22%) and wholesale, retail and import/export trades, restaurants and hotels sector (18%). (Table 9.1)

2.53 在曾透過電子途徑遞送貨品、服務或資料的機構單位中，大部分 (95%) 有透過網站遞送機構單位的資料。透過互聯網遞送貨品、服務或資料最為普遍，約 99% 該類機構單位曾用此途徑。（表 9.2、9.3 及圖 2.10）

2.53 Most (95%) of the establishments having delivered their goods, services or information through electronic means were involved in providing information of the firm on Web site. Internet was the most common electronic medium for delivering goods, services or information through electronic means. About 99% of those establishments had used it. (Tables 9.2, 9.3 and Chart 2.10)

圖 2.10 : 按主要電子途徑種類劃分的遞送貨品、服務或資料
Chart 2.10 : Delivery of goods, services or information by major type of electronic means



2.54 至於透過電子途徑遞送貨品、服務或資料的原因，提供此服務的機構單位較常提及的選擇是：「提高業務靈活性／商機」(69%)、「增強競爭力」(65%)及「改善對顧客的服務」(46%)。(表 9.4)

2.54 Regarding the reasons for delivering goods, services or information through electronic means, the common reasons cited by the establishments were: "to increase business flexibility / opportunities" (69%), "to enhance competitiveness" (65%) and "to improve customer services" (46%). (Table 9.4)

2.55 在未曾透過電子途徑遞送貨品、服務或資料的機構單位中，93% 並未有計劃這樣做。「對業務沒有裨益」和「業內並不普遍」兩原因則分別為其中的65% 及 33% 的機構單位所提及。(表 9.5 及 9.6)

2.55 Regarding those establishments not having delivered goods, services or information through electronic means, 93% had not intended to do so. The reasons of "no business benefit" and "not popular in the industry" were cited by 65% and 33% of those establishments respectively. (Tables 9.5 and 9.6)

2.56 在有計劃透過電子途徑遞送其貨品、服務或資料的機構單位中，52% 預計將在二零零五年底前實行。(表 9.5)

2.56 As regards those establishments intending to deliver their goods, services or information through electronic means, 52% expected to do so by end-2005. (Table 9.5)

資訊科技項目的財政預算

2.57 這部分以八方面探討有關資訊科技項目的財政預算情況，分別是：為從事有關資訊科技研究及發展的活動、為增購資訊科技設備及軟件、為增聘資訊科技員工、為採用資訊科技應用服務或將有關服務外判、為資訊科技培訓、為資訊科技保安用途、為設立／接達數據通訊網絡（例如寬頻）及為無線及流動服務和技術。並分別把二零零五年各方面的財政預算與二零零四年的比較，及把二零零六年的與二零零五年的比較加以分析。

(a) 為從事有關資訊科技研究及發展的活動

只有 3% 的機構單位有為從事有關資訊科技研究及發展的活動訂下二零零五年的財政預算。其中 62% 的機構單位指該項財政預算較二零零四年的有所增加。預計二零零六年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(b) 為增購資訊科技設備及軟件

約 10% 的機構單位有為增購資訊科技設備及軟件訂下二零零五年的財政預算。其中 70% 的機構單位指該項財政預算較二零零四年的有所增加。至於二零零六年，則只有 4% 的機構單位有為此項目訂下財政預算。其中的 67% 的機構單位的財政預算將會較二零零五年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

Budget for information technology

2.57 The budget for IT is analysed under eight aspects, viz. for performing research and development activities related to IT; for procuring additional IT equipment and software; for employing additional IT personnel; for using IT application services or by outsourcing; for IT training; for IT security purposes; for setting up/access to data communication network (e.g. broad-band) and for wireless and mobile services and technology. The IT budgets for these aspects in 2005 and 2006 are compared with that in 2004 and 2005 respectively in this section.

(a) For performing research and development activities related to IT

Only 3% of the establishments had a budget for performing research and development activities related to IT in 2005. Among them, 62% had increased the budget compared with 2004. The situation was expected to be similar for 2006. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(b) For procuring additional IT equipment and software

About 10% of the establishments had a budget for procuring additional IT equipment and software in 2005. Among them, 70% had increased the budget compared with 2004. Only 4% of the establishments had a budget on this item for 2006. Among them, 67% would increase the budget compared with 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

II 統計調查的主要結果 (續) II Major Survey Findings (cont'd)

(c) 為增聘資訊科技員工

2.1% 的機構單位有為增聘資訊科技員工訂下二零零五年的財政預算。其中 55% 的機構單位指該項財政預算較二零零四年的有所增加。至於二零零六年，則只有 1.3% 的機構單位有為此項訂下財政預算。(表 10.1A、10.1B、10.2A 及 10.2B)

(d) 為採用資訊科技應用服務或將有關服務外判

4.0% 機構單位有為採用資訊科技應用服務或將有關服務外判訂下二零零五年的財政預算。其中 50% 單位指該項財政預算較二零零四年的有所增加。至於二零零六年，則只有 1.9% 的機構單位有為此項目訂下財政預算。其中的 63% 的機構單位的財政預算將會較二零零五年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(e) 為資訊科技培訓

3.3% 的機構單位有為資訊科技培訓訂下二零零五年的財政預算。其中 62% 的機構單位指該項財政預算較二零零四年的有所增加。預計二零零六年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(f) 為資訊科技保安用途

5.9% 的機構單位有為資訊科技保安用途訂下二零零五年的財政預算。其中 60% 的機構單位指該項財政預算較二零零四年的有所增加。至於二零零六年，則只有 3.1% 的機構單位有為此項目訂下財政預算。其中的 64% 的機構單位的財政預算將會較二零零五的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(c) For employing additional IT personnel

2.1% of the establishments had a budget for employing additional IT personnel in 2005. Among them, 55% had increased the budget compared with 2004. Only 1.3% of the establishments had a budget on this item for 2006. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(d) For using IT application services or by outsourcing

4.0% of the establishments had a budget for using IT application services or by outsourcing in 2005. Among them, about 50% had increased the budget compared with 2004. Only 1.9% of the establishments had a budget on this item for 2006. Among them, 63% would increase the budget compared with 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(e) For IT training

3.3% of the establishments had a budget for IT training in 2005. Among them, about 62% had increased the budget compared with 2004. The situation was expected to be similar for 2006. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(f) For IT security purposes

5.9% of the establishments had a budget for IT security purposes in 2005. Among them, about 60% had increased the budget compared with 2004. Only 3.1% of the establishments had a budget on this item for 2006. Among them, 64% would increase the budget compared with 2005. (Tables 10.1A, 10.1B 10.2A and 10.2B)

(g) 為設立／接達數據通訊網絡 (例如寬頻)

6.8% 的機構單位有為設立／接達數據通訊網絡 (例如寬頻) 訂下二零零五年的財政預算。其中 36% 的機構單位指該項財政預算較二零零四年的有所增加。至於二零零六年，則只有 3.9% 的機構單位有為此項目訂下財政預算。其中 51% 的機構單位的財政預算將會較二零零五年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(h) 為無線及流動服務和技術

2.7% 的機構單位有為無線及流動服務和技術訂下二零零五年的財政預算。其中 61% 的機構單位指該項財政預算較二零零四年的有所增加。預計二零零六年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

資訊科技保安

2.58 這個部份會探討一些有關資訊科技保安事宜，包括電腦保安被衝破、對採用電腦保安措施的態度及所採用的保安措施。

2.59 35% 的機構單位的電腦系統在被訪問前的十二個月內曾受到入侵／襲擊。大部分 (87%) 在該段期間內曾受到一次至十次的入侵／襲擊。(表 11.1 及 11.3)

2.60 按電腦曾受入侵／襲擊的種類分析，大部分 (97%) 的機構單位曾受到「電腦病毒」入侵，其次是「黑客」(9.0%) 及「阻斷服務」(8.4%)。(表 11.2 及圖 2.11)

(g) For setting up/access to data communication network (e.g. broad-band)

6.8% of the establishments had a budget for setting up/access to data communication network (e.g. broad-band) in 2005. Among them, about 36% had increased the budget compared with 2004. Only 3.9% of the establishments had budget on this item for 2006. Among them, 51% would increase the budget compared with 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(h) For wireless and mobile services and technology

2.7% of the establishments had a budget for wireless and mobile services and technology in 2005. Among them, about 61% had increased the budget compared with 2004. The situation was expected to be similar for 2006 (Tables 10.1A, 10.1B, 10.2A and 10.2B)

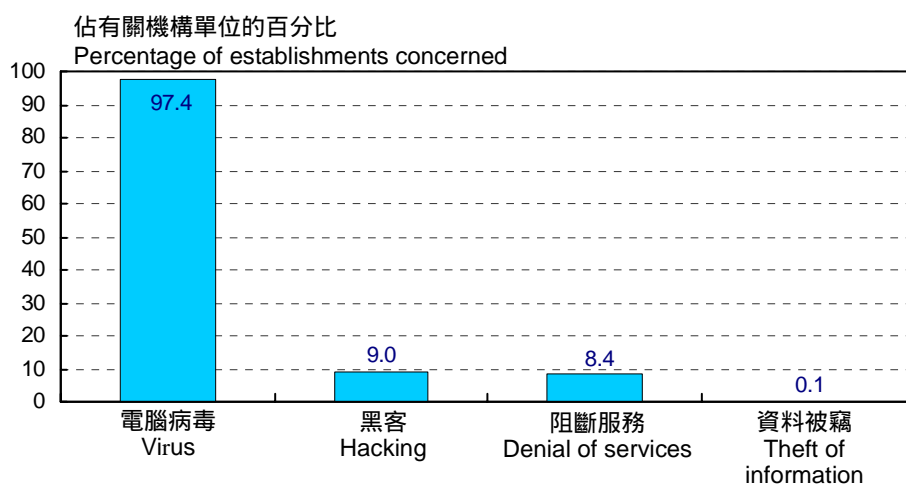
Information technology security

2.58 In this section, some areas of IT security are explored, including breaches of computer security, attitude to adoption of computer security measures, and types of security measure implemented.

2.59 35% of the establishments had suffered from computer attacks in the 12 months before enumeration. Most of them (87%) suffered 1-10 attacks during the period. (Tables 11.1 and 11.3)

2.60 Analysed by type of computer attacks, most (97%) of the establishments had suffered from "virus" attacks. This was followed by "hacking" (9.0%) and "denial of service" (8.4%). (Table 11.2 and Chart 2.11)

圖 2.11 : 電腦受到入侵 / 襲擊的主要種類分布
Chart 2.11 : Distribution of major types of computer attacks



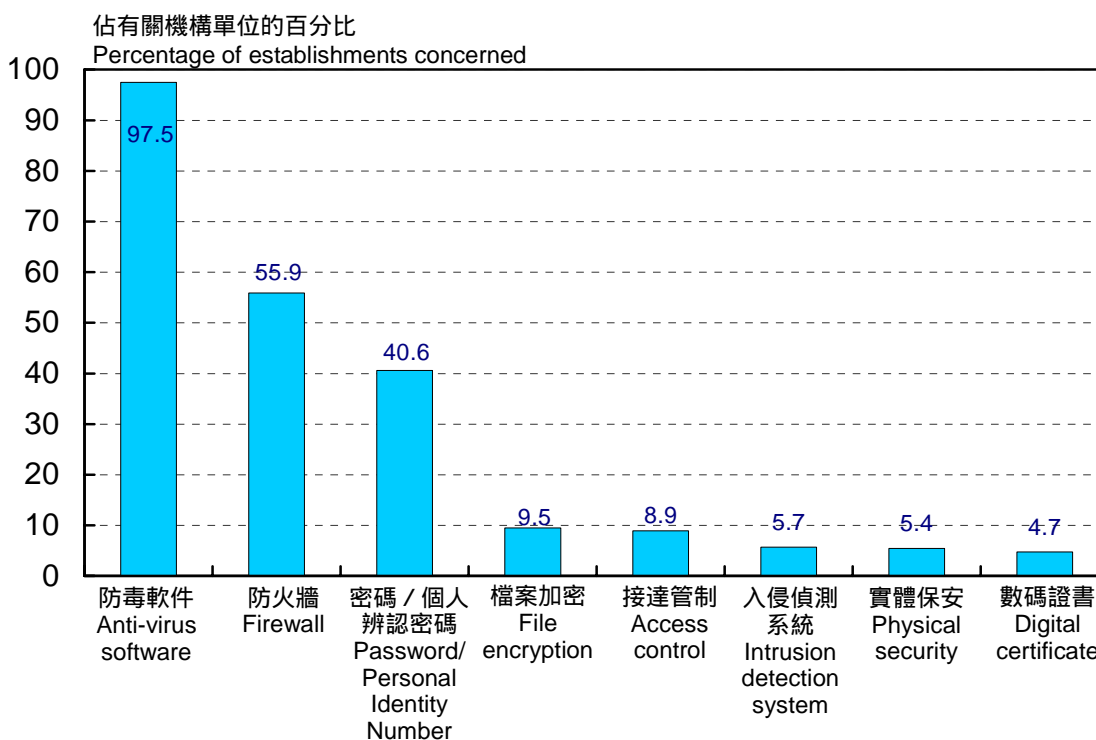
2.61 大部份 (94%) 機構單位於受襲後都會採取相應的補救措施。當中有 83% 曾修補漏洞，而 44% 則曾使用更多電腦保安技術。曾向香港電腦保安事故協調中心匯報及向警方報案的有關機構單位分別只有 0.8% 及 0.2%。(表 11.4A 及 11.4B)

2.61 Upon attacked, most (94%) of the establishments took on remedial measures. 83% of them had applied patched holes, and 44% of them had resorted to using more security technologies. Only 0.8% and 0.2% of those establishments had reported their cases to the Hong Kong Computer Emergency Response Team Co-ordination Centre and the police respectively. (Tables 11.4A and 11.4B)

2.62 在有使用個人電腦的機構單位中，91% 曾採用保安技術來保護機構的電腦系統及資料。因應電腦病毒的廣泛性，最多被機構單位採用的防禦技術自然是「防毒軟件」（在有採用保安技術的機構單位中，98% 曾採用此技術）。有 56% 的機構單位採用「防火牆」保安，至於「密碼／個人辨認密碼」(41%)、「檔案加密」(9%) 及「接達管制」(9%) 也是普遍曾被採用的技術。(表 11.5、11.6A、11.6B 及圖 2.12)

2.62 Among establishments having used PCs, 91% of them had adopted security technology to protect their computer systems and information. As a natural response to the predominance of virus attacks, "anti-virus software" ranked top on the list of security technologies adopted (cited by 98% of establishments having adopted security technologies). 56% of those establishments had adopted "firewall" protection, while "password/personal identity number (PIN)" (41%), "file encryption" (9%) and "access control" (9%) were also common technologies adopted. (Tables 11.5, 11.6A, 11.6B and Chart 2.12)

圖 2.12 : 主要採用的保安技術分布
Chart 2.12 : Distribution of major types of security technology adopted



2.63 至於沒有採用任何保安技術來保護機構的電腦系統及資料的機構單位，其主要原因是認為「沒有需要／不預期有保安問題」(該類機構單位中，87%曾提及此原因)，其次是由於「財政限制」(9.6%)及「缺乏有關範疇的知識」(7.0%)。(表 11.7)

2.64 至於有採用保安技術來保護機構的電腦系統及資料的機構單位，其中34%認為在處理保安問題上遇到最主要的限制是「財政限制」。至於「缺乏有關範疇的知識」(27%)、「員工缺乏資訊科技保安意識」(21%)、「有關產品的技術複雜」(19%)及「缺乏有關資訊科技保安的策略及指引」(17%)亦是普遍被提及的限制。(表 11.8)

2.63 For those establishments not having adopted any security technology to protect their computer system and information, the reasons cited by most of them were "don't see the need/don't foresee any security problem" (cited by 87% of those establishments), followed by "budget constraint" (9.6%) and "lack of expertise in the field" (7.0%). (Table 11.7)

2.64 For those establishments having adopted security technology to protect their computer systems and information, 34% of them expressed that the major obstacles to addressing security concerns was "budget constraint". "Lack of expertise in the field" (27%), "lack of employee awareness" (21%), "technical/complexity of products" (19%) and "lack of policy and guideline on IT security" (17%) were also commonly mentioned. (Table 11.8)

2.65 有透過電子途徑售賣貨品、服務或資料的機構單位中，51% 表示有為客戶提供身分認證及／或保密接達服務。其中大部分都只採用比較簡單的方法來為客戶提供身分認證及／或保密接達服務。最常用的方法為「用戶名稱」（該類機構單位中，78% 曾應用此方法），其次是「密碼／個人辨認密碼」(51%)。至於「保密插口層」、「保密電子交易」、「個人數碼證書」及「伺服器數碼證書」則分別有 32%、21%、17% 及 6% 的機構單位應用。(表 11.9、11.10A 及 11.10B)

2.66 有內部通訊系統的機構單位中，77% 表示有為僱員核證身分。用來核證僱員身分的方法同樣是比較簡單。最常用的方法亦是「密碼／個人辨認密碼」（該類機構單位中，92% 曾應用此方法），其次是「用戶名稱」(78%)。(表 11.11 及 11.12)

2.65 Among those establishments having sold goods, services or information through electronic means, 51% of them had provided authentication and/or security access for the clients. Most of them had only implemented relatively simple methods of authentication and/or security access for the clients. The most common method adopted was "user name" (cited by 78% of those establishments), followed by "password/personal identity number (PIN)" (51%). "Secure Sockets Layer (SSL)", "Secure Electronic Transaction (SET)", "personal digital certificate" and "server digital certificate" had been used by 32%, 21%, 17% and 6% of those establishments respectively. (Tables 11.9, 11.10A and 11.10B)

2.66 Among establishments having internal communications system, 77% of them had provided authentication for employees. The methods used for authenticating the identity of employees were again relatively simple. The most common method used was again "password/personal identity number (PIN)" (cited by 92% of those establishments), followed by "user name" (78%). (Tables 11.11 and 11.12)

無線及流動服務和技術的應用

2.67 自二零零四年的統計調查開始涵蓋無線及流動技術和服務的應用。目前在無線及流動解決方案的範疇上，市場的焦點集中於設備、網路及應用。本部份會探討以下無線及流動解決方案的使用情況：

- (a) 無線及流動裝置的應用；
- (b) 傳送技術的應用；
- (c) 從服務供應商獲取的服務；以及
- (d) 應用系統的使用。

2.68 約 14% 的機構單位有應用無線及流動裝置。在主要行業類別中，使用無線及流動裝置的百分比最高的是金融、保險、地產及商用服務業(25%)，而最低的是運輸、倉庫及通訊業(8%)。機構單位的規模越大，無線及流動裝置的使用率越高。約 49% 的大型機構單位有使用無線及流動裝置，而中、小型機構單位的百分比則分別是 24% 及 12%。(表 12.1)

2.69 無線區域網絡接達點(包括無線熱點)是最常用的裝置(76%有使用無線及流動裝置的機構單位有使用此項裝置)，其次是連接無線數據通訊網絡的便攜式電腦／筆記簿型電腦(50%)，流動電話(47%)及桌面電腦(29%)。(表 12.2)

Usage of wireless and mobile services and technology

2.67 The topic on wireless and mobile services and technology had been covered since the 2004 round of the survey. The current market focuses of wireless and mobile solutions are devices, network and applications. In this section, the usage of the following wireless and mobile solutions are explored:

- (a) wireless and mobile devices in use;
- (b) transmission technology employed;
- (c) services employed from service provider; and
- (d) applications involved.

2.68 About 14% of the establishments had used wireless and mobile devices. Among the major industry sectors, the percentage of establishments using wireless and mobile devices was highest in the financing, insurance, real estate and business services sector (25%) and was lowest in the transport, storage and communication sector (8%). Usage of wireless and mobile devices increased with size of establishments. Some 49% of the large establishments had used wireless and mobile devices, as against 24% for medium establishments and 12% for small establishments. (Table 12.1)

2.69 Wireless LAN access point (including hotspot) was the most commonly used devices (used by 76% of the establishments having used wireless and mobile devices), followed by laptop or notebook computers (50%), mobile phones (47%) and desktop computers (29%) connected to a wireless data communication network. (Table 12.2)

2.70 由於無線區域網絡裝置的使用相對普遍，無線區域網絡自然是最普遍被採用的無線及流動傳送技術(71%有使用無線及流動傳送技術的機構單位曾使用此傳送技術)。為配合流動電話網路而發展的技術，如通用分組無線電服務(GPRS)(35%)及藍芽技術(25%)，亦被普遍使用。(表 12.3)

2.71 至於從服務供應商獲取的無線及流動服務，最常使用的服務是無線上網(63%有使用無線及流動服務的機構單位有使用此服務)，其次是短訊服務(SMS)(54%)及無線電郵(48%)。(表 12.4)

2.72 許多機構單位應用了它們的無線及流動裝置和服務於它們的商業應用系統內。較為普遍的應用範疇有辦公室自動化(62%有使用無線及流動應用系統的機構單位有此項應用)，短訊廣播及警報(44%)及工作管理(23%)。(表 12.5)

2.73 至於未有應用無線及流動服務及技術的機構單位，最普遍被提及的原因是「對業務沒有裨益」(58%的該類機構單位曾提及此原因)，其次是「缺乏熟悉無線及流動服務及技術的員工」(34%)及「業內並不普遍」(33%)。(表 12.6)

2.70 Given the predominant usage of wireless LAN devices, wireless LAN was naturally the most popularly adopted wireless and mobile transmission technology (cited by 71% of those establishments which had used wireless and mobile transmission technology). Technologies geared towards mobile phone networking, such as General Packet Radio Service (GPRS) (35%) and Bluetooth (25%), were also very popular. (Table 12.3)

2.71 As regards wireless and mobile services acquired from service providers, the most commonly used services were wireless web surfing (63% of the establishments having used wireless and mobile services had used this service), followed by Short Message Service (SMS) (54%) and wireless email (48%). (Table 12.4)

2.72 Many establishments adapted their wireless and mobile devices and services into their business applications. The more common areas of application were office automation (as cited 62% of those establishments which had used wireless and mobile applications), message broadcast and alert (44%) and job management (23%). (Table 12.5)

2.73 For establishments not using mobile and wireless services and technology, the reasons cited by most of them were "no business benefit" (cited by 58% of those establishments), followed by "lack of personnel familiar with wireless and mobile services and technology" (34%) and "not popular in the industry" (33%). (Table 12.6)

**表 1.1A : 按行業類別劃分的在2001年至2005年間資訊科技在工商業的使用情況和普及程度
主要數據**

**Table 1.1A : Key statistics on usage and penetration of information technology in the business sector
by industry sector, 2001 to 2005**

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比			
		Among no. of establishments, % of establishments having :			
		機構單位數目	個人電腦	互聯網	網頁 / 網站
		No. of Establishments	Personal computers	Internet connection	Web pages/ Web sites
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2001	19 999	39.6	27.8	8.0
	2002	20 402	40.7	31.2	7.0
	2003	17 275	52.7	42.0	13.4
	2004	17 481	63.1	54.1	16.2
	2005	14 624	58.4	46.9	10.4
建造業 Construction	2001	24 976	45.8	27.7	3.1
	2002	22 959	44.8	36.4	2.4
	2003	25 147	55.6	37.9	9.1
	2004	22 869	49.5	39.3	7.3
	2005	21 085	55.4	45.0	7.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2001	176 597	49.5	37.2	11.8
	2002	171 508	58.1	45.9	11.9
	2003	165 855	54.6	49.4	14.4
	2004	165 582	59.7	52.5	13.5
	2005	165 420	63.6	58.1	17.5
運輸、倉庫及通訊業 Transport, storage and communications	2001	36 253	29.2	21.0	3.4
	2002	36 849	30.6	27.4	7.0
	2003	37 220	31.5	26.5	6.6
	2004	36 310	33.7	23.5	6.6
	2005	34 729	28.9	25.8	5.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2001	47 954	76.1	61.5	17.6
	2002	50 784	77.7	66.1	18.6
	2003	48 865	76.6	68.9	14.9
	2004	48 630	82.3	76.9	25.8
	2005	46 649	87.2	81.8	20.7
社區、社會及個人服務業 Community, social and personal services	2001	29 152	43.4	32.2	10.3
	2002	30 781	41.4	33.7	15.7
	2003	34 829	50.5	40.7	17.4
	2004	35 257	48.8	37.6	18.4
	2005	31 424	44.2	38.5	16.4
總計 Total	2001	334 932	49.7	37.2	10.7
	2002	333 283	54.5	44.2	11.8
	2003	329 191	54.8	47.5	13.5
	2004	326 128	58.4	50.4	14.8
	2005	313 931	60.5	54.7	15.5

**表 1.1A : 按行業類別劃分的在2001年至2005年間資訊科技在工商業的使用情況和普及程度
主要數據 (續)**

**Table 1.1A : Key statistics on usage and penetration of information technology in the business sector
by industry sector, 2001 to 2005 (cont'd.)**

		在機構單位數目中，有使用下列資訊科技 的機構單位所佔的百分比 Among no. of establishments, % of establishments having :			
		預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
		產品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2001	5.3	31.7	0.8	8.1
	2002	6.1	34.3	1.8	7.4
	2003	6.0	45.6	1.6	13.5
	2004	8.7	53.6	1.8	16.4
	2005	11.1	43.5	2.1	10.4
建造業 Construction	2001	3.8	31.9	#	4.0
	2002	2.1	38.5	#	2.4
	2003	9.8	38.4	#	9.1
	2004	6.7	44.3	#	7.3
	2005	8.8	45.7	0.1	8.2
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2001	5.0	40.1	0.9	13.0
	2002	6.1	46.6	1.2	12.1
	2003	8.7	53.6	1.2	14.4
	2004	11.6	55.3	1.1	14.2
	2005	18.4	55.7	2.5	17.5
運輸、倉庫及通訊業 Transport, storage and communications	2001	4.4	24.7	0.6	6.9
	2002	1.8	25.4	0.6	7.0
	2003	4.3	35.1	0.5	6.6
	2004	3.6	31.6	0.4	6.6
	2005	3.5	28.0	0.8	5.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2001	13.7	62.8	2.6	21.2
	2002	15.5	67.9	4.3	18.6
	2003	19.1	67.9	1.6	15.6
	2004	22.4	72.9	2.9	26.0
	2005	22.5	75.1	2.0	21.7
社區、社會及個人服務業 Community, social and personal services	2001	5.5	33.4	1.2	11.4
	2002	9.2	35.4	0.1	17.5
	2003	7.9	43.4	1.0	17.6
	2004	11.0	42.5	1.1	19.2
	2005	8.1	36.6	0.2	16.4
總計 Total	2001	6.2	40.0	1.1	12.4
	2002	7.1	45.2	1.5	12.1
	2003	9.6	51.0	1.1	13.6
	2004	11.7	53.0	1.3	15.3
	2005	15.4	52.3	1.8	15.7

表 1.1B : 按就業人數類別劃分的在2001年至2005年間資訊科技在工商業的使用情況和普及程度主要數據

Table 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2001 to 2005

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比			
		Among no. of establishments, % of establishments having :			
		機構單位數目	個人電腦	互聯網	網頁 / 網站
		No. of Establishments	Personal computers	Internet connection	Web pages/ Web sites
按就業人數類別劃分					
By employment size					
大型 Large	2001	5 635	93.4	86.0	57.2
	2002	6 063	94.6	82.6	61.0
	2003	5 836	94.2	85.1	62.4
	2004	6 405	97.4	89.7	67.7
	2005	6 053	97.5	91.5	72.3
中型 Medium	2001	32 507	79.2	64.2	29.1
	2002	38 300	76.6	66.1	31.6
	2003	35 125	87.7	78.2	31.7
	2004	35 060	83.7	76.2	39.2
	2005	32 583	88.9	83.6	34.6
小型 Small	2001	296 790	45.7	33.3	7.8
	2002	288 921	50.7	40.5	8.1
	2003	288 231	50.0	43.0	10.2
	2004	284 663	54.5	46.4	10.6
	2005	275 295	56.4	50.5	12.0
總計 Total	2001	334 932	49.7	37.2	10.7
	2002	333 283	54.5	44.2	11.8
	2003	329 191	54.8	47.5	13.5
	2004	326 128	58.4	50.4	14.8
	2005	313 931	60.5	54.7	15.5

表 1.1B : 按就業人數類別劃分的在2001年至2005年間資訊科技在工商業的使用情況和普及程度主要數據 (續)

Table 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2001 to 2005 (cont'd)

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比			
		Among no. of establishments, % of establishments having :			
		預訂或購買	獲取	售賣	遞送
		Ordered or purchased	Received	Sold	Delivered
		產品、服務或資料 (透過電子途徑)			
		goods, services or information through electronic means			
按就業人數類別劃分					
By employment size					
大型 Large	2001	26.2	85.1	8.5	62.6
	2002	28.6	80.7	6.5	61.3
	2003	27.9	84.7	8.5	62.6
	2004	32.0	88.1	6.2	67.9
	2005	31.5	90.1	6.4	72.4
中型 Medium	2001	13.9	65.1	2.4	31.8
	2002	12.0	67.6	1.9	31.8
	2003	15.4	76.2	2.3	32.7
	2004	23.2	76.7	2.6	40.1
	2005	26.0	79.0	2.8	34.9
小型 Small	2001	4.9	36.4	0.8	9.3
	2002	6.0	41.4	1.3	8.4
	2003	8.5	47.2	0.8	10.3
	2004	9.9	49.3	1.0	11.0
	2005	13.7	48.4	1.6	12.2
總計 Total	2001	6.2	40.0	1.1	12.4
	2002	7.1	45.2	1.5	12.1
	2003	9.6	51.0	1.1	13.6
	2004	11.7	53.0	1.3	15.3
	2005	15.4	52.3	1.8	15.7

表 2.1 : 按有沒有使用個人電腦劃分的機構單位數目及其按行業 / 就業人數類別分布
Table 2.1 : Distribution of establishments by whether having used personal computers (PCs) by industry sector/employment size

	機構單位數目 No. of establishments	有沒有使用個人電腦 Whether having used personal computers (PCs)		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	58.4		41.6
建造業 Construction	21 085	55.4		44.6
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	63.6		36.4
運輸、倉庫及通訊業 Transport, storage and communications	34 729	28.9		71.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	87.2		12.8
社區、社會及個人服務業 Community, social and personal services	31 424	44.2		55.8
總計 Total	313 931	60.5		39.5
按就業人數類別劃分 By employment size				
大型 Large	6 053	97.5		2.5
中型 Medium	32 583	88.9		11.1
小型 Small	275 295	56.4		43.6
總計 Total	313 931	60.5		39.5

表 2.2 : 按個人電腦種類劃分的工商業所使用的個人電腦數目及其按行業 / 就業人數類別分布

Table 2.2 : Distribution of personal computers (PCs) in the business sector by category by industry sector/employment size

	個人電腦 數目 No. of PCs	個人電腦種類 Category of PCs				(百分比) (%)
		桌面電腦 Desktop computer	便攜式電腦 / 筆記簿 型電腦 Laptop or notebook computer	個人數碼 助理 Personal Digital Assistant (PDA)	其他 Others	總計 Total
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	82 156	88.8	9.7	1.5	0.0	100.0
建造業 Construction	61 064	87.1	9.2	3.7	0.0	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	564 654	83.2	14.0	2.7	#	100.0
運輸、倉庫及通訊業 Transport, storage and communications	140 571	86.9	10.2	2.7	0.2	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	540 680	81.7	14.7	3.7	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	398 381	81.6	17.0	1.4	0.0	100.0
總計 Total	1 787 507	83.1	14.2	2.7	#	100.0
按就業人數類別劃分 By employment size						
大型 Large	896 244	82.2	14.8	3.0	0.1	100.0
中型 Medium	374 244	86.1	12.8	1.1	0.0	100.0
小型 Small	517 019	82.5	14.2	3.3	0.0	100.0
總計 Total	1 787 507	83.1	14.2	2.7	#	100.0

表 2.3 : 按應用軟件種類劃分的有使用個人電腦並裝置 / 接達應用軟件的機構單位數目
Table 2.3 : Establishments with personal computers (PCs) and having installed/access to application software by category of application software

應用軟件種類 ⁽¹⁾ Category of application software ⁽¹⁾	有使用個人電腦並裝置 / 接達 該應用軟件的機構單位數目 No. of establishments with PCs and having installed/access to that application software	佔有使用個人電腦的 機構單位數目百分比 As a % of total no. of establishments using PCs
文字處理 Word processing	179 247	94.3
互聯網瀏覽器 Internet browser	175 618	92.4
電腦保安及防毒 Computer security and anti-virus	171 715	90.3
試算表 Spreadsheet	165 338	87.0
通訊 Communications	153 245	80.6
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	108 714	57.2
簡報 (例如 PowerPoint) Presentation (e.g. PowerPoint)	102 993	54.2
數據庫管理 Database management	87 258	45.9
其他實用程式 Other utility	73 691	38.8
銀行及金融 / 會計 Banking and finance/Accounting	54 525	28.7
採購 / 處理銷售訂單 Purchasing/Sales and order processing	32 476	17.1
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	28 164	14.8
人力資源管理 / 培訓 Human resource management/Training	8 563	4.5
其他 Others	17 461	9.2
以上種類的任何組合 Any combination of the above categories	189 622	99.8

⁽¹⁾ 可選擇多於一個種類。
May select more than one category.

表 2.4 : 按電腦系統種類劃分的有使用個人電腦並裝置 / 接達特製電腦系統的機構單位數目

Table 2.4 : Establishments with personal computers (PCs) and having installed/access to tailor-made computer system by category of tailor-made computer system

特製電腦系統種類 ⁽¹⁾ Category of tailor-made computer system ⁽¹⁾	有使用個人電腦並裝置 / 接達以下特製電腦系統 的機構單位數目 No. of establishments with PCs and having installed/access to the following tailor-made computer system	佔有使用個人 電腦的機構單位 數目百分比 As a % of total no. of establishments using PCs
銀行及金融 / 會計 Banking and finance/Accounting	25 648	13.5
採購 / 處理銷售訂單 Purchasing/Sales and order processing	23 072	12.1
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	9 015	4.7
人力資源管理 / 培訓 Human resource management/Training	5 651	3.0
其他 Others	1 298	0.7
以上種類的任何組合 Any combinations of the above categories	41 951	22.1

⁽¹⁾ 可選擇多於一個種類。
May select more than one category.

表 2.5 : 按預計裝置個人電腦的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布

Table 2.5 : Distribution of establishments intending to install personal computers (PCs) by expected time of installation by industry sector/employment size

	沒有使用個人電腦的機構單位數目 No. of establishments not using PCs (a)	有計劃裝置個人電腦的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to install PCs (b)	在(b)欄機構單位中, 預計裝置個人電腦的時間 Among establishments in column (b), expected time of installing PCs			(百分比) (%) 總計 Total (f)
			2005年 In 2005 (c)	2006年 In 2006 (d)	2006年後或沒有預計時間 After 2006 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 090	0.9	0.0	0.0	100.0	100.0
建造業 Construction	9 396	0.0	0.0	0.0	0.0	0.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	60 162	1.0	92.3	7.7	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	24 709	0.2	100.0	0.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5 985	8.9	70.0	30.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	17 530	1.1	100.0	0.0	0.0	100.0
總計 Total	123 873	1.1	81.4	14.5	4.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	152	27.7	9.5	90.5	0.0	100.0
中型 Medium	3 625	0.0	0.0	0.0	0.0	0.0
小型 Small	120 095	1.1	83.6	12.2	4.2	100.0
總計 Total	123 873	1.1	81.4	14.5	4.0	100.0

表 2.6A : 按未有計劃裝置個人電腦的原因劃分的該類機構單位按行業類別分布
Table 2.6A : Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector

行業類別 Industry sector	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾				(百分比) (%)
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 033	77.9	47.5	16.5	14.9	
建造業 Construction	9 396	70.7	51.0	18.2	8.8	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	59 569	81.3	36.3	13.8	10.6	
運輸、倉庫及通訊業 Transport, storage and communications	24 665	88.2	51.1	11.2	18.3	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5 451	59.7	33.4	9.9	3.1	
社區、社會及個人服務業 Community, social and personal services	17 341	78.7	29.8	12.3	4.6	
總計 Total	122 455	80.4	39.9	13.4	11.1	

行業類別 Industry sector	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)
	軟件的購置 及發展成本高昂 Costly in procuring and developing software	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	11.7	3.6	2.7	0.1	5.1	
建造業 Construction	8.1	7.5	5.1	5.1	2.7	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	10.1	5.9	1.9	1.7	5.2	
運輸、倉庫及通訊業 Transport, storage and communications	7.5	4.7	1.3	0.7	1.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9.9	0.0	0.0	0.0	0.0	
社區、社會及個人服務業 Community, social and personal services	6.9	4.9	0.0	2.2	1.2	
總計 Total	9.1	5.3	1.7	1.7	3.4	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.

表 2.6B : 按未有計劃裝置個人電腦的原因劃分的該類機構單位按就業人數類別分布
Table 2.6B : Distribution of establishments not intending to install personal computers (PCs)
by reason by employment size

就業人數類別 Employment size	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾				(百分比) (%)
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	
大型 Large	110	85.5	14.5	3.8	18.3	
中型 Medium	3 625	89.1	26.4	11.6	9.2	
小型 Small	118 720	80.1	40.4	13.4	11.1	
總計 Total	122 455	80.4	39.9	13.4	11.1	

就業人數類別 Employment size	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)
	軟件的購置 及發展成本高昂 Costly in procuring and developing software	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	其他 Others	
大型 Large	3.8	3.8	0.0	0.0	0.0	
中型 Medium	3.5	4.4	5.2	1.6	3.8	
小型 Small	9.2	5.3	1.6	1.7	3.4	
總計 Total	9.1	5.3	1.7	1.7	3.4	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 3.1 : 按有沒有使用互聯網劃分的機構單位數目及其按行業 / 就業人數類別分布
Table 3.1 : Distribution of establishments by whether having Internet connection by industry sector/employment size

	機構單位數目 No. of establishments	有沒有使用互聯網 Whether having Internet connection	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	46.9	53.1
建造業 Construction	21 085	45.0	55.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	58.1	41.9
運輸、倉庫及通訊業 Transport, storage and communications	34 729	25.8	74.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	81.8	18.2
社區、社會及個人服務業 Community, social and personal services	31 424	38.5	61.5
總計 Total	313 931	54.7	45.3
按就業人數類別劃分 By employment size			
大型 Large	6 053	91.5	8.5
中型 Medium	32 583	83.6	16.4
小型 Small	275 295	50.5	49.5
總計 Total	313 931	54.7	45.3

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布
Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾				(百分比) (%)
		電子郵件 Electronic-mail	網上資料搜集 On-line source of information	網上獲取商品、服務或資料 On-line receipt of goods, services or information	使用政府網上服務 Access to on-line government services	下載軟件 Software downloads
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 856	99.3	85.3	76.4	53.0	25.6
建造業 Construction	9 485	96.0	94.6	88.2	58.4	24.3
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	96 184	96.7	90.6	84.9	59.1	23.7
運輸、倉庫及通訊業 Transport, storage and communications	8 956	87.2	93.1	91.3	62.7	34.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 137	97.6	90.5	82.7	48.2	31.7
社區、社會及個人服務業 Community, social and personal services	12 103	95.1	93.9	83.5	51.3	26.5
總計 Total	171 720	96.4	91.0	84.5	56.0	26.3
按就業人數類別劃分 By employment size						
大型 Large	5 538	98.1	97.5	95.8	78.2	59.4
中型 Medium	27 223	97.5	93.2	90.4	69.4	28.4
小型 Small	138 959	96.1	90.3	82.9	52.5	24.6
總計 Total	171 720	96.4	91.0	84.5	56.0	26.3

⁽¹⁾ 可選擇多於一項用途。
May select more than one type of usage.

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布 (續)

Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size (cont'd.)

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾			(百分比) (%)
		網上購買 / 預訂商品、服務或資料 On-line purchase /ordering of goods, services or information	網上遞送商品、服務或資料 On-line delivery of goods, services or information	網上向供應商 / 商業伙伴提出查詢 Make on-line enquiry to suppliers/business partners	電子銀行服務 (例如轉帳) Electronic banking services (e.g. transferring money)
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 856	20.1	16.2	21.2	18.7
建造業 Construction	9 485	19.4	13.7	25.2	10.1
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	96 184	26.9	24.7	22.9	23.2
運輸、倉庫及通訊業 Transport, storage and communications	8 956	10.7	16.1	36.8	24.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 137	25.0	19.5	23.5	29.6
社區、社會及個人服務業 Community, social and personal services	12 103	19.1	38.0	11.2	9.3
總計 Total	171 720	24.4	23.1	23.0	22.8
按就業人數類別劃分 By employment size					
大型 Large	5 538	30.4	69.4	41.9	35.9
中型 Medium	27 223	25.0	35.3	23.0	26.2
小型 Small	138 959	24.0	18.9	22.2	21.6
總計 Total	171 720	24.4	23.1	23.0	22.8

(1) 可選擇多於一項用途。
May select more than one type of usage.

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布 (續)

Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size (cont'd.)

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾					(百分比) (%)
		網上向顧客 / 購買商 / 商業伙伴提供資料 / 意見 On-line provision of information/ feedback to customers/buyers /business partners	網上付款 On-line payments	金融交易服務(例如買賣股票) Financial transaction services (e.g. stock trading)	網上售賣商品、服務或資料 On-line sales of goods, services or information	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 856	11.1	16.0	1.0	4.4	0.1	
建造業 Construction	9 485	5.1	5.9	0.3	0.1	#	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	96 184	13.7	12.1	5.4	3.1	0.3	
運輸、倉庫及通訊業 Transport, storage and communications	8 956	12.9	13.2	0.7	3.1	0.3	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 137	20.0	15.2	7.5	2.2	0.1	
社區、社會及個人服務業 Community, social and personal services	12 103	8.2	6.7	1.3	0.4	1.1	
總計 Total	171 720	14.1	12.3	4.9	2.6	0.3	
按就業人數類別劃分 By employment size							
大型 Large	5 538	34.5	14.2	8.3	5.7	0.8	
中型 Medium	27 223	17.9	8.8	2.7	3.2	1.1	
小型 Small	138 959	12.5	12.9	5.2	2.3	0.1	
總計 Total	171 720	14.1	12.3	4.9	2.6	0.3	

⁽¹⁾ 可選擇多於一項用途。

May select more than one type of usage.

表 3.3 : 按連接互聯網的方式劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布
Table 3.3 : Distribution of establishments having Internet connection by method of connection by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ Method of Internet connection ⁽¹⁾				(百分比) (%)	
		寬頻 Broad-band	經 Wi-Fi (無線相容性認證) 連接 Connection via Wi-Fi (Wireless Fidelity)	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits	經公眾蜂窩式電話網絡連接 Connection via public cellular telephone network	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 856	91.5	9.1	8.6	2.5	0.1	
建造業 Construction	9 485	94.8	2.3	12.7	0.7	0.1	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	96 184	91.8	11.1	8.8	1.9	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	8 956	90.3	5.7	1.6	4.4	6.4	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 137	91.4	11.4	12.2	6.1	2.0	
社區、社會及個人服務業 Community, social and personal services	12 103	91.4	9.5	5.0	4.9	0.2	
總計 Total	171 720	91.7	10.2	9.1	3.1	0.9	
按就業人數類別劃分 By employment size							
大型 Large	5 538	87.5	22.5	7.9	23.3	1.4	
中型 Medium	27 223	92.5	11.9	2.9	8.1	#	
小型 Small	138 959	91.7	9.4	10.4	1.3	1.0	
總計 Total	171 720	91.7	10.2	9.1	3.1	0.9	

⁽¹⁾ 可選擇多於一種連接方式。
May select more than one connection method.

表 3.4 : 按預計連接互聯網的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布
Table 3.4 : Distribution of establishments intending to have Internet connection by expected time of having by industry sector/employment size

	沒有連接 互聯網 的機構 單位數目 No. of establishments not having Internet connection (a)	有計劃連接 互聯網的機構 單位佔(a)欄 機構單位數目 的百分比 Among establishments in column (a), % intending to have Internet connection (b)	在(b)欄機構單位中， 預計連接互聯網的時間 Among establishments in column (b), expected time of connecting Internet			(百分比) (%) 總計 Total (f)
			2005年 In 2005 (c)	2006年 In 2006 (d)	2006年 後或沒有 預計時間 After 2006 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 767	0.4	100.0	0.0	0.0	100.0
建造業 Construction	11 601	#	0.0	100.0	0.0	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	69 236	1.1	54.7	37.5	7.7	100.0
運輸、倉庫及通訊業 Transport, storage and communications	25 773	0.0	0.0	0.0	0.0	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 512	4.4	98.6	1.4	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	19 322	3.0	100.0	0.0	0.0	100.0
總計 Total	142 211	1.2	80.2	16.5	3.3	100.0
按就業人數類別劃分 By employment size						
大型 Large	515	3.0	100.0	0.0	0.0	100.0
中型 Medium	5 360	0.6	100.0	0.0	0.0	100.0
小型 Small	136 336	1.2	79.7	16.9	3.4	100.0
總計 Total	142 211	1.2	80.2	16.5	3.3	100.0

表 3.5A : 按未有計劃連接互聯網的原因劃分的該類機構單位按行業類別分布
Table 3.5A : Distribution of establishments not intending to have Internet connection by reason by industry sector

行業類別 Industry sector	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾				(百分比) (%)
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的 購置及發展 成本高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 740	79.4	45.4	12.0	9.7	
建造業 Construction	11 598	73.7	41.8	14.6	7.4	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	68 506	81.9	35.3	14.7	9.4	
運輸、倉庫及通訊業 Transport, storage and communications	25 773	88.5	46.7	9.5	6.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 133	66.3	26.5	17.8	13.2	
社區、社會及個人服務業 Community, social and personal services	18 746	77.8	26.6	13.4	9.6	
總計 Total	140 496	80.9	36.8	13.6	9.0	

行業類別 Industry sector	聘用資訊科技人 員的成本高昂 Costly in employing IT personnel	未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd.)				(百分比) (%)
		擔心使用互聯網 時的資料保密事宜 Concern about security issue in using Internet	互聯網 並不可靠 Consider Internet not reliable	害怕員工使用互 聯網作私人用途 Fear of access to Internet by employees for personal use	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	1.5	0.1	2.1	0.2	1.6	
建造業 Construction	4.9	9.5	4.0	3.1	4.2	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	7.7	3.5	3.7	0.9	3.8	
運輸、倉庫及通訊業 Transport, storage and communications	4.2	0.9	2.7	0.9	3.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.0	9.2	4.6	2.1	0.0	
社區、社會及個人服務業 Community, social and personal services	6.3	1.7	0.0	0.8	1.1	
總計 Total	5.8	3.4	3.0	1.1	3.0	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 3.5B : 按未有計劃連接互聯網的原因劃分的該類機構單位按就業人數類別分布
Table 3.5B : Distribution of establishments not intending to have Internet connection by reason
by employment size

就業人數類別 Employment size	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾				(百分比) (%)
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的 購置及發展 成本高昂 Costly in procuring and developing software	
大型 Large	500	77.7	4.9	17.4	11.5	
中型 Medium	5 327	85.2	25.4	8.2	7.3	
小型 Small	134 669	80.7	37.3	13.8	9.1	
總計 Total	140 496	80.9	36.8	13.6	9.0	

就業人數類別 Employment size	未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd.)					(百分比) (%)
	聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	互聯網 並不可靠 Consider Internet not reliable	害怕員工 使用聯互網 作私人用途 Fear of access to Internet by employees for personal use	其他 Others	
大型 Large	1.3	10.3	0.0	19.0	0.0	
中型 Medium	8.2	7.8	8.1	1.4	0.1	
小型 Small	5.8	3.2	2.8	1.0	3.1	
總計 Total	5.8	3.4	3.0	1.1	3.0	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 3.6 按行業 / 就業人數類別劃分的在工作中有使用個人電腦及互聯網的僱員人數百分比
Table 3.6 Percentage of employees using personal computers (PCs) and Internet at work by industry sector/employment size

	在工作中有使用 個人電腦的僱員人數百分比 (%) Percentage of employees using PCs at work (%)	在工作中有使用 互聯網的僱員人數百分比 (%) Percentage of employees using Internet at work (%)
按行業類別劃分		
By industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	44.7	35.0
建造業 Construction	40.5	32.4
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	52.3	42.1
運輸、倉庫及通訊業 Transport, storage and communications	49.3	38.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	69.2	52.3
社區、社會及個人服務業 Community, social and personal services	48.5	42.5
總計 Total	53.7	42.9
按就業人數類別劃分		
By employment size		
大型 Large	54.2	40.2
中型 Medium	56.7	48.8
小型 Small	50.1	42.7
總計 Total	53.7	42.9

表 3.7 : 按有沒有設立選定網絡劃分的機構單位及其按行業 / 就業人數類別分布
Table 3.7 : Distribution of establishments by whether having set up selected types of network by industry sector/employment size

	機構單位 數目 No. of establishments	設有以下的網絡的機構單位百分比 ⁽¹⁾ Percentage of establishments having set up the following types of network ⁽¹⁾			(百分比) (%)
		局部區域網路 Local Area Network (LAN)	內聯網 Intranet	外聯網 Extranet	
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	18.2	5.8		1.6
建造業 Construction	21 085	13.1	4.2		0.4
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	20.7	6.4		0.6
運輸、倉庫及通訊業 Transport, storage and communications	34 729	11.7	2.5		0.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	33.4	8.0		3.5
社區、社會及個人服務業 Community, social and personal services	31 424	14.9	7.9		3.3
總計 Total	313 931	20.4	6.2		1.4
按就業人數類別劃分 By employment size					
大型 Large	6 053	80.3	57.8		18.1
中型 Medium	32 583	57.5	20.3		5.7
小型 Small	275 295	14.7	3.3		0.5
總計 Total	313 931	20.4	6.2		1.4

⁽¹⁾ 可選擇多於一種網絡。
May select more than one type of network.

表 4.1 : 按有沒有擁有數碼證書劃分的機構單位按行業 / 就業人數類別分布
Table 4.1 : Distribution of establishments by whether having digital certificate by industry sector/employment size

	機構單位數目 No. of establishments	有沒有擁有數碼證書 Whether having digital certificate	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	14.0	86.0
建造業 Construction	21 085	6.2	93.8
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	21.7	78.3
運輸、倉庫及通訊業 Transport, storage and communications	34 729	6.7	93.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	7.0	93.0
社區、社會及個人服務業 Community, social and personal services	31 424	1.8	98.2
總計 Total	313 931	14.5	85.5
按就業人數類別劃分 By employment size			
大型 Large	6 053	36.2	63.8
中型 Medium	32 583	35.5	64.5
小型 Small	275 295	11.5	88.5
總計 Total	313 931	14.5	85.5

表 4.2 : 按行業 / 就業人數類別劃分的擁有數碼證書的機構單位數目及所擁有的數碼證書數目
Table 4.2 : Establishments having digital certificate and the number of digital certificates possessed by industry sector/employment size

	擁有數碼證書的 機構單位數目 No. of establishments having digital certificates	擁有數碼 證書的數目 No. of digital certificates possessed
按行業類別劃分 By industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 050	2 982
建造業 Construction	1 301	1 550
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	35 924	53 056
運輸、倉庫及通訊業 Transport, storage and communications	2 323	4 794
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3 248	14 995
社區、社會及個人服務業 Community, social and personal services	576	2 418
總計 Total	45 422	79 795
按就業人數類別劃分 By employment size		
大型 Large	2 194	19 140
中型 Medium	11 575	21 182
小型 Small	31 653	39 473
總計 Total	45 422	79 795

表 4.3 : 按有沒有使用數碼證書劃分的擁有數碼證書的機構單位按行業 / 就業人數類別分布

Table 4.3 : Distribution of establishments with digital certificate by whether having used digital certificate by industry sector/employment size

	擁有數碼證書的 機構單位數目 No. of establishments having digital certificate	有沒有使用數碼證書 Whether having used digital certificate		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 050	88.2		11.8
建造業 Construction	1 301	65.5		34.5
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	35 924	94.4		5.6
運輸、倉庫及通訊業 Transport, storage and communications	2 323	52.6		47.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3 248	93.7		6.3
社區、社會及個人服務業 Community, social and personal services	576	69.7		30.3
總計 Total	45 422	90.8		9.2
按就業人數類別劃分 By employment size				
大型 Large	2 194	90.3		9.7
中型 Medium	11 575	93.4		6.6
小型 Small	31 653	89.8		10.2
總計 Total	45 422	90.8		9.2

表 4.4 : 按使用用途劃分的有使用數碼證書的機構單位按行業 / 就業人數類別分布
Table 4.4 : Distribution of establishments having used digital certificate by type of usage by industry sector/employment size

	有使用數碼證書的機構單位數目 No. of establishments having used digital certificate	使用數碼證書的用途 ⁽¹⁾ Type of usage of using digital certificate ⁽¹⁾			(百分比) (%)	
		對外與政府及有關機構進行交易 / 交換資料 Business transaction/exchange of information with Government and related organizations	對外與其他貿易伙伴進行交易 / 交換資料 Business transaction/exchange of information with other business partners	對外與顧客進行交易 / 交換資料 Business transaction/exchange of information with customers	內部運作 In-house operation	其他 Others
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 807	86.7	17.6	6.2	0.8	0.0
建造業 Construction	852	33.7	12.0	37.3	22.9	0.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	33 896	87.9	14.7	3.3	0.4	0.0
運輸、倉庫及通訊業 Transport, storage and communications	1 222	57.9	42.6	21.4	5.7	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3 042	51.9	43.4	24.3	3.9	0.1
社區、社會及個人服務業 Community, social and personal services	402	15.4	78.0	4.3	8.3	0.0
總計 Total	41 221	82.4	18.3	6.2	1.3	#
按就業人數類別劃分 By employment size						
大型 Large	1 982	75.3	27.0	16.9	10.6	0.1
中型 Medium	10 805	84.5	13.4	6.8	2.4	0.0
小型 Small	28 434	82.2	19.5	5.2	0.3	0.0
總計 Total	41 221	82.4	18.3	6.2	1.3	#

⁽¹⁾ 可選擇多於一種用途。
May select more than one connection method.

表 4.5A : 按未有使用數碼證書的原因劃分的該類機構單位按行業類別分布
Table 4.5A : Distribution of establishments not having used digital certificate by reason by industry sector

行業類別 Industry sector	未有使用 數碼證書的 機構單位數目 No. of establishments not having used digital certificate	未有使用數碼證書的原因 ⁽¹⁾ Reason for not having used digital certificate ⁽¹⁾			(百分比) (%)	
		甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	只有少數政府服務 或商業應用會要 求使用數碼證書 Limited Government/ business applications/ services requiring use of digital certificate	
製造業、電力及燃氣業 Manufacturing, electricity and gas	242	8.7	0.0	60.7	0.0	
建造業 Construction	449	97.1	5.8	3.5	3.2	
批發、零售、進/出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2 028	81.8	22.3	3.3	15.0	
運輸、倉庫及通訊業 Transport, storage and communications	1 101	100.0	17.6	48.1	0.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	206	75.0	67.8	14.4	29.8	
社區、社會及個人服務業 Community, social and personal services	174	85.3	27.7	0.0	0.6	
總計 Total	4 201	83.8	20.4	18.8	9.1	

行業類別 Industry sector	數碼證書 費用昂貴 Digital certificate too costly	未有使用數碼證書的原因 ⁽¹⁾ (續) Reason for not having used digital certificate ⁽¹⁾ (cont'd.)			(百分比) (%)		
		不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 的技術 保安不足 Digital certificate technology not secure	申請程序 繁瑣 Application procedures complicated	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.0	38.8	0.0	0.0	0.0	0.0	
建造業 Construction	1.7	0.0	1.7	0.0	0.0	0.0	
批發、零售、進/出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	0.0	6.0	6.0	0.0	0.0	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	26.2	0.0	0.0	0.0	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4.6	0.0	0.0	9.4	0.0	0.0	
社區、社會及個人服務業 Community, social and personal services	0.0	0.0	0.6	0.0	0.0	2.1	
總計 Total	7.3	5.1	3.1	0.5	0.0	0.1	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.

表 4.5B : 按未有使用數碼證書的原因劃分的該類機構單位按就業人數類別分布
Table 4.5B : Distribution of establishments not having used digital certificate by reason by employment size

就業人數類別 Employment size	未有使用 數碼證書的 機構單位數目 No. of establishments not having used digital certificate	未有使用數碼證書的原因 ⁽¹⁾ Reason for not having used digital certificate ⁽¹⁾				(百分比) (%)	
		甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	只有少數政府服務 或商業應用會要 求使用數碼證書 Limited Government/ business applications/ services requiring use of digital certificate		
大型 Large	212	86.9	31.9	0.5	7.7		
中型 Medium	770	79.1	58.9	34.9	11.6		
小型 Small	3 219	84.7	10.5	16.1	8.6		
總計 Total	4 201	83.8	20.4	18.8	9.1		

就業人數類別 Employment size	數碼證書 費用昂貴 Digital certificate too costly	未有使用數碼證書的原因 ⁽¹⁾ (續) Reason for not having used digital certificate ⁽¹⁾ (cont'd.)			(百分比) (%)	
		不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 的技術 保安不足 Digital certificate technology not secure	申請程序 繁瑣 Application procedures complicated	其他 Others
大型 Large	5.7	0.0	0.5	0.0	0.0	1.7
中型 Medium	2.2	12.2	1.0	0.0	0.0	0.0
小型 Small	8.6	3.8	3.8	0.6	0.0	0.0
總計 Total	7.3	5.1	3.1	0.5	0.0	0.1

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 4.6 : 按預計申請數碼證書的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布

Table 4.6 : Distribution of establishments intending to acquire digital certificate by expected time of acquiring by industry sector/employment size

	沒有數碼證書的機構單位數目 No. of establishments not having digital certificate (a)	有計劃申請數碼證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to acquire digital certificate (b)	在(b)欄機構單位中, 預計申請數碼證書的時間 Among establishments in column (b), expected time of acquiring digital certificate			(百分比) (%) 總計 Total (f)
			2005年 In 2005 (c)	2006年 In 2006 (d)	2006年後或沒有預計時間 After 2006 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 574	0.3	31.0	69.0	0.0	100.0
建造業 Construction	19 784	0.1	4.6	95.4	0.0	100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	129 496	0.6	40.4	59.6	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	32 405	0.2	85.2	14.8	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	43 401	1.4	94.7	1.4	3.8	100.0
社區、社會及個人服務業 Community, social and personal services	30 848	1.1	100.0	0.0	0.0	100.0
總計 Total	268 509	0.7	70.0	28.8	1.3	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 860	1.8	58.0	8.2	33.8	100.0
中型 Medium	21 008	2.2	95.0	5.0	0.0	100.0
小型 Small	243 641	0.5	61.5	38.5	0.0	100.0
總計 Total	268 509	0.7	70.0	28.8	1.3	100.0

表 4.7A : 按未有計劃申請數碼證書的原因劃分的該類機構單位按行業類別分布

Table 4.7A : Distribution of establishments not intending to acquire digital certificate by reason by industry sector

行業類別 Industry sector	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire a digital certificate ⁽¹⁾					(百分比) (%)
	未有計劃申請 數碼證書的 機構單位數目 No. of establishments not intending to acquire digital certificate	甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	沒有使用數碼 證書加強 保安的需要 No need to enhance security by using digital certificate	
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 541	50.4	51.0	22.8		15.4
建造業 Construction	19 762	52.6	47.3	31.1		19.3
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	128 720	56.4	47.1	24.8		21.1
運輸、倉庫及通訊業 Transport, storage and communications	32 342	53.4	52.5	37.0		22.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	42 801	56.1	46.2	17.1		26.4
社區、社會及個人服務業 Community, social and personal services	30 521	60.3	47.2	20.1		19.8
總計 Total	266 687	55.9	47.8	24.9		21.5

行業類別 Industry sector	未有計劃申請數碼證書的原因 ⁽¹⁾ (續) Reason for not intending to acquire digital certificate ⁽¹⁾ (cont'd.)						(百分比) (%)
	只有少數政府服務 或商業應用會 要求使用數碼證書 Limited Government/ business applications/ services requiring use of digital certificate	安裝程序 繁複及 不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 的技術 保安不足 Digital certificate technology not secure	申請程序 繁瑣 Application procedures complicated	數碼證書 費用昂貴 Digital certificate too costly	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	1.2	6.0	4.4	3.4	4.8	#	
建造業 Construction	3.4	5.6	4.7	5.6	5.4	0.1	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	5.8	2.8	3.9	2.9	1.3	1.0	
運輸、倉庫及通訊業 Transport, storage and communications	1.9	5.5	1.2	3.3	2.6	0.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6.5	4.3	5.3	5.3	6.5	0.9	
社區、社會及個人服務業 Community, social and personal services	3.5	2.5	2.1	3.0	3.3	0.0	
總計 Total	4.8	3.7	3.6	3.5	3.0	0.8	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.
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表 4.7B : 按未有計劃申請數碼證書的原因劃分的該類機構單位按就業人數類別分布
Table 4.7B : Distribution of establishments not intending to acquire digital certificate by reason by employment size

就業人數類別 Employment size	未有計劃申請 數碼證書的 機構單位數目 No. of establishments not intending to acquire digital certificate	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire digital certificate ⁽¹⁾				(百分比) (%)
		甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	沒有使用數碼 證書加強 保安的需要 No need to enhance security by using digital certificate	
大型 Large	3 792	70.8	51.9	4.4	25.6	
中型 Medium	20 540	64.0	46.1	11.8	16.9	
小型 Small	242 355	55.0	47.9	26.3	21.8	
總計 Total	266 687	55.9	47.8	24.9	21.5	

就業人數類別 Employment size	只有少數政府服務 或商業應用會 要求使用數碼證書 Limited Government/ business applications/ services requiring use of digital certificate	安裝程序 繁複及 不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 的技術 保安不足 Digital certificate technology not secure	未有計劃申請數碼證書的原因 ⁽¹⁾ (續) Reason for not intending to acquire digital certificate ⁽¹⁾ (cont'd.)		(百分比) (%)
				申請程序 繁瑣 Application procedures complicated	數碼證書 費用昂貴 Digital certificate too costly	其他 Others
大型 Large	10.6	3.5	6.1	2.8	3.8	0.4
中型 Medium	3.4	2.0	3.4	2.1	2.2	#
小型 Small	4.8	3.8	3.6	3.7	3.0	0.8
總計 Total	4.8	3.7	3.6	3.5	3.0	0.8

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 5.1 : 按有沒有設立網頁 / 網站劃分的機構單位按行業 / 就業人數類別分布
Table 5.1 : Distribution of establishments by whether having Web page/Web site by industry sector/employment size

	機構單位數目 No. of establishments	有沒有設立網頁 / 網站 Whether having Web page/Web site		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	10.4		89.6
建造業 Construction	21 085	7.0		93.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	17.5		82.5
運輸、倉庫及通訊業 Transport, storage and communications	34 729	5.4		94.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	20.7		79.3
社區、社會及個人服務業 Community, social and personal services	31 424	16.4		83.6
總計 Total	313 931	15.5		84.5
按就業人數類別劃分 By employment size				
大型 Large	6 053	72.3		27.7
中型 Medium	32 583	34.6		65.4
小型 Small	275 295	12.0		88.0
總計 Total	313 931	15.5		84.5

**表 5.2A : 按網頁 / 網站所提供的商業交易 / 服務種類劃分的有設立網頁 / 網站的機構單位
按行業類別分布**

**Table 5.2A : Distribution of establishments having Web page/Web site by type of business transactions/
services offered by industry sector**

行業類別 Industry sector	有設立網頁 / 網站的機構 單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)
		提供機構和其產品 及服務的資料 (對象 包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集 顧客的意見 On-line collection of feedback from customers	網上處理商業 查詢 (例如提供 即時報價) On-line handling of business enquiry (e.g. provision of quotation)	
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 522	100.0	34.0	26.5	
建造業 Construction	1 485	100.0	17.6	35.4	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	28 940	100.0	39.2	32.8	
運輸、倉庫及通訊業 Transport, storage and communications	1 887	100.0	24.2	23.3	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 641	100.0	36.4	16.5	
社區、社會及個人服務業 Community, social and personal services	5 142	100.0	19.5	4.9	
總計 Total	48 617	100.0	35.2	26.2	

行業類別 Industry sector	網上訂購機構 的產品及服務 On-line ordering of the firm's products and services	網上遞送 產品及服務 On-line delivery of the firm's products and services	網上 售後服務 On-line after sales services	網上付款 On-line payments	其他 Others	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)
製造業、電力及燃氣業 Manufacturing, electricity and gas	23.3	20.6	13.4	19.4	0.1				
建造業 Construction	2.6	23.7	1.0	0.0	0.0				
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	11.4	7.5	6.3	5.2	0.0				
運輸、倉庫及通訊業 Transport, storage and communications	15.3	7.2	4.9	3.9	0.9				
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7.5	6.9	6.4	2.0	1.2				
社區、社會及個人服務業 Community, social and personal services	4.2	2.3	0.7	1.0	1.0				
總計 Total	10.1	7.7	5.7	4.4	0.4				

⁽¹⁾ 可選擇多於一項服務。
May select more than one type of service.

表 5.2B : 按網頁 / 網站所提供的商業交易 / 服務種類劃分的有設立網頁 / 網站的機構單位按就業人數類別分布

Table 5.2B : Distribution of establishments having Web page/Web site by type of business transactions/ services offered by employment size

就業人數類別 Employment size	有設立網頁 / 網站的機構單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)	
		提供機構和其產品及服務的資料 (對象包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集顧客的意見 On-line collection of feedback from customers	網上處理商業查詢 (例如提供即時報價) On-line handling of business enquiry (e.g. provision of quotation)		
大型 Large	4 375	100.0	39.8		16.2	
中型 Medium	11 273	100.0	34.2		17.4	
小型 Small	32 968	100.0	34.9		30.5	
總計 Total	48 617	100.0	35.2		26.2	

就業人數類別 Employment size	網上訂購機構的產品及服務 On-line ordering of the firm's products and services	網上遞送產品及服務 On-line delivery of the firm's products and services	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)	
			網上售後服務 On-line after sales services	網上付款 On-line payments	其他 Others		
大型 Large	12.8	11.8	6.4	4.3		2.1	
中型 Medium	10.7	13.1	5.8	4.1		0.5	
小型 Small	9.6	5.3	5.6	4.5		0.1	
總計 Total	10.1	7.7	5.7	4.4		0.4	

⁽¹⁾ 可選擇多於一項服務。
May select more than one type of service.

表 5.3 : 按有沒有網絡伺服器；把網頁／網站連接到機構內的資料庫；把網頁／網站連接到商業伙伴的電腦系統劃分的有設立網頁／網站機構單位按行業／就業人數類別分布

Table 5.3 : Distribution of establishments having Web page/Web site by whether having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer system by industry sector/employment size

	有設立網頁／ 網站的機構 單位數目 No. of establishments having Web page/ Web site (a)	在(a) 欄機構單位中，設有下列項目的機構單位： Among establishments in column (a), % of establishments having:			(百分比) (%)
		網絡 伺服器 Web server (b)	把網頁／網站 連接到機構 內的資料庫 Web page / Web site connected to related in- firm database (c)	把網頁／網站連 接到商業伙伴 的電腦系統 Web page / Web site connected to business partners' computer systems (d)	
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 522	38.6	20.1	2.4	
建造業 Construction	1 485	28.9	11.1	0.7	
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	28 940	25.7	11.8	6.7	
運輸、倉庫及通訊業 Transport, storage and communications	1 887	55.1	31.3	24.3	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 641	50.4	27.5	7.6	
社區、社會及個人服務業 Community, social and personal services	5 142	48.8	29.2	8.2	
總計 Total	48 617	34.7	17.7	7.4	
按就業人數類別劃分 By employment size					
大型 Large	4 375	67.9	42.5	13.8	
中型 Medium	11 273	53.1	26.1	6.5	
小型 Small	32 968	23.9	11.6	6.9	
總計 Total	48 617	34.7	17.7	7.4	

**表 5.4 : 按預計把機構內的資料庫連接到現有網頁 / 網站的時間劃分的該類機構單位
按行業 / 就業人數類別分布**

**Table 5.4 : Distribution of establishments intending to connect related in-firm database to their
existing Web pages/Web sites by expected time of connection by industry sector/
employment size**

	有設立網頁 / 網站但沒有把 機構內的資料庫 連接到網頁 / 網站的機構 單位數目 No. of establishments having Web page/Web site but not having related in-firm database connected to their Web pages /Web sites (a)	有計劃把機構內 的資料庫連接到 網頁 / 網站的 機構單位佔(a)欄 機構單位數目 的百分比 Among establishments in column (a), % intending to have related in- firm database connected to their Web pages/ Web sites (b)	在(b)欄機構單位中, 預計把機構 內的資料庫連接到現有網頁 / 網站的時間 Among establishments in column (b), expected time of having related in-firm database connected to existing Web page/Web site (百分比) (%)			總計 Total (f)
			2005 年 In 2005 (c)	2006 年 In 2006 (d)	2006 年 後或沒有 預計時間 After 2006 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 217	0.3	32.0	68.0	0.0	100.0
建造業 Construction	1 321	0.0	0.0	0.0	0.0	0.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	25 522	1.5	14.9	85.1	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 296	4.8	21.3	78.7	0.0	100.0
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	6 993	2.0	63.3	27.2	9.5	100.0
社區、社會及個人服務業 Community, social and personal services	3 642	4.5	72.9	11.4	15.7	100.0
總計 Total	39 990	1.9	37.1	57.7	5.2	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 515	10.6	57.5	32.9	9.6	100.0
中型 Medium	8 331	1.8	12.3	78.7	9.0	100.0
小型 Small	29 144	1.2	31.7	68.3	0.0	100.0
總計 Total	39 990	1.9	37.1	57.7	5.2	100.0

表 5.5 : 按預計把商業伙伴的電腦系統連接到現有的網頁 / 網站的時間劃分的該類的機構單位按行業 / 就業人數類別分布

Table 5.5 : Distribution of establishments intending to connect business partners' computer systems to their existing Web pages/Web sites by expected time of connection by industry sector/ employment size

	有設立網頁 / 網站 但沒有把商業伙伴 的電腦系統連接到 網頁 / 網站的機構 單位數目 No. of establishments having Web page/ Web site but not having Web page/ Web site connected to business partners' computer systems (a)	有計劃把商業伙伴 的電腦系統連接到 網頁 / 網站的機構 單位佔(a)欄機構 單位數目的百分比 Among establishments in column (a), % intending to have business partners' computer systems connected to their Web pages/Web sites (b)	在(b)欄機構單位中, 預計把 商業伙伴的電腦系統連接到 現有網頁 / 網站的時間 Among establishments in column (b), expected time of having existing Web page/Web site connected to business partners' computer systems (百分比) (%)				
			2005 年 In 2005 (c)	2006 年 In 2006 (d)	2006 年 後或沒有 預計時間 After 2006 or no expected time (e)	總計 Total (f)	
按行業類別劃分							
By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 485	1.5	95.6	4.4	0.0	100.0	
建造業 Construction	1 474	4.2	100.0	0.0	0.0	100.0	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	27 007	0.2	0.0	91.1	8.9	100.0	
運輸、倉庫及通訊業 Transport, storage and communications	1 427	0.8	100.0	0.0	0.0	100.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 910	0.1	88.4	11.6	0.0	100.0	
社區、社會及個人服務業 Community, social and personal services	4 718	4.0	96.3	3.7	0.0	100.0	
總計 Total	45 022	0.8	84.1	14.8	1.2	100.0	
按就業人數類別劃分							
By employment size							
大型 Large	3 772	1.8	24.3	69.9	5.8	100.0	
中型 Medium	10 545	2.6	99.1	0.9	0.0	100.0	
小型 Small	30 705	0.0	0.0	0.0	0.0	0.0	
總計 Total	45 022	0.8	84.1	14.8	1.2	100.0	

表 5.6 : 按預計設立網頁 / 網站的時間劃分的該類的機構單位按行業 / 就業人數類別分布
Table 5.6 : Distribution of establishments intending to have Web page/Web site by expected time of having by industry sector/employment size

	沒有設立 網頁 / 網站的 機構單位數目 No. of establishments not having Web page/Web site (a)	有計劃設立 網頁 / 網站 的機構單位佔 (a)欄機構單位 數目的百分比 Among establishments in column (a), % intending to have Web page/Web site (b)	在(b)欄機構單位中，預計設立 網頁 / 網站的時間 Among establishments in column (b), expected time of having Web page/Web site			(百分比) (%)	
			2005 年 In 2005	2006 年 In 2006	2006 年 後或沒有 預計時間 After 2006 or no expected time		總計 Total
			(c)	(d)	(e)		
按行業類別劃分							
By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 102	3.6	58.4	41.1	0.5	100.0	
建造業 Construction	19 600	3.2	92.3	7.7	0.0	100.0	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	136 480	7.7	51.2	39.0	9.8	100.0	
運輸、倉庫及通訊業 Transport, storage and communications	32 842	0.7	29.3	70.7	0.0	100.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 008	11.3	56.1	43.4	0.5	100.0	
社區、社會及個人服務業 Community, social and personal services	26 282	4.6	80.3	19.1	0.6	100.0	
總計 Total	265 314	6.5	55.8	38.0	6.2	100.0	
按就業人數類別劃分							
By employment size							
大型 Large	1 678	9.5	67.6	32.4	0.0	100.0	
中型 Medium	21 310	9.4	63.0	36.8	0.2	100.0	
小型 Small	242 326	6.2	54.7	38.2	7.0	100.0	
總計 Total	265 314	6.5	55.8	38.0	6.2	100.0	

表 5.7 : 按未有計劃設立網頁 / 網站的原因劃分的該類機構單位分布
Table 5.7 : Distribution of establishments not intending to have Web page/Web site by reason

未有計劃設立網頁 / 網站的原因 ⁽¹⁾ Reason for not intending to have Web page/Web site ⁽¹⁾	因該原因而未有 計劃設立網頁 / 網站 的機構單位數目 No. of establishments not intending to have Web page/Web site because of that reason	佔未有計劃設立 網頁 / 網站的機構 單位數目百分比 As a % of total no. of establishments not intending to have Web page/Web site
擁有網頁 / 網站對業務沒有裨益 No business benefit to have a Web page/Web site	191 670	77.2
缺乏熟悉保養 / 發展網頁 / 網站的員工 Lack of personnel familiar with maintaining/ developing a Web page or Web site	82 415	33.2
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	24 455	9.9
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	20 655	8.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	20 616	8.3
擔心擁有網頁 / 網站時的資料保密事宜 Concern about security issue in having a Web page or Web site	13 495	5.4
其他 Others	5 851	2.4

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 6.1 : 按有沒有透過電子途徑預訂或購買貨品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 6.1 : Distribution of establishments by whether having ordered or purchased goods, services or information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑預訂或購買貨品、服務或資料 Whether having ordered or purchased goods, services or information through electronic means (百分比) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	11.1	88.9
建造業 Construction	21 085	8.8	91.2
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	18.4	81.6
運輸、倉庫及通訊業 Transport, storage and communications	34 729	3.5	96.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	22.5	77.5
社區、社會及個人服務業 Community, social and personal services	31 424	8.1	91.9
總計 Total	313 931	15.4	84.6
按就業人數類別劃分 By employment size			
大型 Large	6 053	31.5	68.5
中型 Medium	32 583	26.0	74.0
小型 Small	275 295	13.7	86.3
總計 Total	313 931	15.4	84.6

表 6.2 : 按預訂或購買的貨品、服務或資料種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 6.2 : Establishments having ordered or purchased goods, services or information through electronic means by type of goods, services or information ordered or purchased

預訂或購買貨品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information ordered or purchased ⁽¹⁾	透過電子途徑預訂或購買該貨品、服務或資料的機構單位數目 No. of establishments having ordered or purchased that type of goods, services or information through electronic means	佔有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
預訂或補購存貨 Order or purchase for replenishment of inventory	35 105	72.8
預訂、購買或申請政府的貨品、服務或資料 Order, purchase of or application for government goods, services or information	6 460	13.4
預訂、購買旅遊服務 Order or purchase of travel service	3 559	7.4
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	891	1.8
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	10 329	21.4

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 6.3 : 按電子途徑種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 6.3 : Establishments having ordered or purchased goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑預訂或 購買貨品、服務或資料 的機構單位數目 No. of establishments having ordered or purchased goods, services or information through that type of electronic means	佔有透過電子途徑 預訂或購買的 機構單位數目百分比 As a % of total no. of establishments having ordered or purchased through electronic means
互聯網 Internet	27 173	56.4
經個人電腦連接互聯網 Internet via PCs	27 169	56.4
經流動裝置（如支援無線應用協定的 流動電話、個人數碼助理）連接 互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	596	1.2
透過電話網絡的交互式話音應答系統 Interactive <u>V</u> oice Response System through telephone network	22 949	47.6
專用私人網絡 Designated private network	327	0.7
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	167	0.3
其他 Others	1	#

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 6.4 : 按透過電子途徑購買的項目的開支佔總購買開支的百分比劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 6.4 : Establishments having ordered or purchased goods, services or information through electronic means by percentage of value of goods, services or information purchased through electronic means

在 2004 年購買的貨品、服務或資料總值中， 透過電子途徑所購買的項目的開支佔 總購買開支的百分比 Percentage of value of goods, services or information purchased through electronic means to the total value of purchase of goods, services or information in 2004	有透過電子途徑預訂 或購買貨品、服務或 資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through electronic means	百分比 (%)
< 1%	33 572	69.6
1-5%	7 349	15.2
6-10%	4 005	8.3
11-15%	2 481	5.1
> 15%	801	1.7
總計 Total	48 208	100.0

表 6.5 : 按透過網上付款佔透過互聯網購買項目總開支的百分比劃分的有透過互聯網預訂或購買貨品、服務或資料的機構單位數目

Table 6.5 : Establishments having ordered or purchased goods, services or information through Internet by percentage of payment through Internet in the value of goods, services or information purchased through Internet

在 2004 年透過互聯網購買的項目總開支中，經由網上付款所佔的百分比 Percentage of payment through Internet in the value of goods, services or information purchased through Internet in 2004	有透過互聯網預訂或購買貨品、服務或資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through Internet	百分比 (%)
0%	7 913	29.1
< 1%	8 307	30.6
1-5%	5 630	20.7
6-10%	1 215	4.5
11-15%	411	1.5
> 15%	3 698	13.6
總計 Total	27 173	100.0

表 6.6 : 按沒有透過電子途徑預訂或購買貨品、服務或資料的原因劃分的該類機構單位數目

Table 6.6 : Establishments not having ordered or purchased goods, services or information through electronic means by reason

沒有透過電子途徑預訂或購買貨品、服務或資料的原因 ⁽¹⁾ Reason for not having ordered or purchased goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
透過電子途徑預訂或購買貨品、服務或資料對業務沒有裨益 No business benefit to order or purchase goods, services or information through electronic means	160 319	60.3
業內並不普遍 Not popular in the industry	91 743	34.5
缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means	68 585	25.8
所需的貨品、服務或資料沒有在網上銷售 Goods, services or information required not available for sale through electronic means	35 756	13.5
透過電子途徑預訂或購買貨品、服務或資料並不可靠 Consider ordering or purchasing goods, services or information through electronic means not reliable	31 436	11.8
擔心透過電子途徑預訂或購買貨品、服務或資料時的資料保密事宜 Concern about security issue in ordering or purchasing goods, services or information through electronic means	22 464	8.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	19 739	7.4
軟件的購置及發展成本高昂 Costly in procuring and developing software	17 739	6.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	14 779	5.6
其他 Others	4 104	1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 7.1 : 按有沒有透過電子途徑獲取貨品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 7.1 : Distribution of establishments by whether having received goods, services or information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑獲取貨品、服務或資料的 機構單位所佔的百分比 % having received goods, services or information through electronic means			(百分比) (%)
		有 Yes			沒有 No
		政府貨品、 服務或資料 Government goods, services or information	其他貨品、 服務或資料 Other types of goods, services or information	任何貨品、 服務或資料 Any type of goods, services or information	
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	32.7	37.7	43.5	56.5
建造業 Construction	21 085	36.4	40.1	45.7	54.3
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	41.1	49.1	55.7	44.3
運輸、倉庫及通訊業 Transport, storage and communications	34 729	19.2	24.2	28.0	72.0
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	46 649	53.0	70.5	75.1	24.9
社區、社會及個人服務業 Community, social and personal services	31 424	28.4	32.9	36.6	63.4
總計 Total	313 931	38.5	46.8	52.3	47.7
按就業人數類別劃分 By employment size					
大型 Large	6 053	80.8	87.3	90.1	9.9
中型 Medium	32 583	67.7	69.1	79.0	21.0
小型 Small	275 295	34.1	43.2	48.4	51.6
總計 Total	313 931	38.5	46.8	52.3	47.7

表 7.2 : 按電子途徑種類 / 電子平台種類劃分的有透過電子途徑獲取政府貨品、服務或資料的機構單位數目

Table 7.2 : Establishments having received government goods, services or information through electronic means by type of electronic means/type of electronic platform

	有透過該電子途徑或電子平台 獲取政府貨品、服務或資料 的機構單位數目 No. of establishments having received government goods, services or information through that type of electronic means/ electronic platform	佔有透過電子途徑 獲取政府貨品、服務或資料 的機構單位數目百分比 As a % of total no.of establishments having received government goods, services or information through electronic means
按電子途徑的種類劃分⁽¹⁾		
By type of electronic means⁽¹⁾		
互聯網 Internet	115 577	95.7
經個人電腦連接互聯網 Internet via PCs	115 382	95.5
經流動裝置（如支援無線應用協定 的流動電話、個人數碼助理）連接 互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	357	0.3
透過電話網絡的交互式話音應答系統 Interactive <u>V</u> oice Response System through telephone network	19 044	15.8
設置於政府辦公室的終端機 Terminals at government offices	1 515	1.3
專用私人網絡 Designated private network	339	0.3
其他 Others	0	0.0
按電子平台的種類劃分⁽¹⁾		
By type of electronic platform⁽¹⁾		
其他政府網站 Other government websites	95 924	79.4
公共服務電子化計劃(www.esd.gov.hk) / 生活易(www.esdlife.com) Electronic Service Delivery Scheme (ESD) (www.esd.gov.hk) /ESD Life (www.esdlife.com)	48 651	40.3
其他 Others	5 006	4.1

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.3 : 按獲取貨品、服務或資料種類劃分的有透過電子途徑獲取政府貨品、服務或資料的機構單位數目

Table 7.3 : Establishments having received government goods, services or information through electronic means by type of goods, services or information received

獲取政府貨品、服務或資料的種類 ⁽¹⁾ Type of government goods, services or information received ⁽¹⁾	有透過該電子途徑獲取該類政府貨品、服務或資料的機構單位數目 No. of establishments having received that type of government goods, services or information through electronic means	佔有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
獲取、瀏覽或尋找其他資料 Receipt of, browsing or searching for other information	104 400	86.4
遞交與貿易有關的文件（如報關表） Submission of trade-related documents (e.g. trade declarations)	31 799	26.3
提出查詢 Submission of enquiry	25 565	21.2
遞交其他表格或文件 Submission of other forms or documents etc	17 517	14.5
獲取數碼形式的產品及服務 Receipt of products and services in digital form	7 171	5.9
電子付款服務 e-payment services	3 310	2.7
其他 Others	24	#

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.4 : 按沒有透過電子途徑獲取政府貨品、服務或資料的原因劃分的該類機構單位數目
Table 7.4 : Establishments not having received government goods, services or information through electronic means by reason

沒有透過電子途徑獲取政府貨品、 服務或資料的原因 ⁽¹⁾ Reason for not having received government goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過 電子途徑獲取政府 貨品、服務或資料的 機構單位數目 No. of establishments not having received government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑 獲取政府貨品、 服務或資料的機構 單位數目百分比 As a % of total no. of establishments not having received government goods, services or information through electronic means
透過電子途徑獲取政府貨品、服務或資料對業務 沒有裨益 No business benefit to receive government goods, services or information through electronic means	123 317	63.9
業內並不普遍 Not popular in the industry	58 567	30.3
缺乏熟悉透過電子途徑獲取政府貨品、服務 或資料的員工 Lack of personnel familiar with receiving government goods, services or information through electronic means	55 845	28.9
不清楚何種政府貨品、服務或資料可透過 電子途徑獲取 Do not know what government goods, services or information are available through electronic means	25 008	12.9
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	14 927	7.7
軟件的購置及發展成本高昂 Costly in procuring and developing software	11 990	6.2
擔心透過電子途徑獲取政府貨品、服務或資料時的 資料保密事宜 Concern about security issue in receiving government goods, services or information through electronic means	9 660	5.0
透過電子途徑獲取政府貨品、服務或資料並不可靠 Consider receiving government goods, services or information through electronic means not reliable	9 264	4.8
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	7 742	4.0
所需的政府貨品、服務或資料沒有以電子途徑遞送 Government goods, services or information required not delivered through electronic means	6 216	3.2
不方使用戶使用 Not user-friendly	4 569	2.4
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	2 258	1.2
其他 Others	4 037	2.1

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

**表 7.5 : 按獲取貨品、服務或資料種類劃分的有透過電子途徑獲取貨品、服務或資料
(除政府提供以外)的機構單位數目**

**Table 7.5 : Establishments having received goods, services or information (other than from
government) through electronic means by type of goods, services or information received**

所獲取貨品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information received ⁽¹⁾	有透過電子途徑獲取 該類貨品、服務或資料 (除政府提供以外) 的機構單位數目 No. of establishments having received that type of goods, services or information (other than from government) through electronic means	佔有透過電子途徑獲取 其他(除政府提供以外) 貨品、服務或資料的機構 單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from government) through electronic means
獲取、瀏覽或尋找其他資料 Receipt of, browsing or searching for other information	137 914	93.9
電子銀行服務(例如轉帳) Electronic banking services (e.g. transferring money)	37 959	25.8
獲取數碼形式的產品及服務 Receipt of products and services in digital form	28 983	19.7
查詢財經資料(例如股票價格) Search for financial information (e.g. stock price)	17 990	12.3
電子付款服務 e-payment services	11 971	8.2
其他 Others	100	0.1

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.6 : 按電子途徑種類劃分的有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目

Table 7.6 : Establishments having received goods, services or information (other than from government) through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑種類 獲取貨品、服務或資料 （除政府提供以外） 的機構單位數目 No. of establishments having received goods, services or information (other than from government) through that type of electronic means	佔有透過有關電子途徑 獲取貨品、服務或資料 （除政府提供以外）的 機構單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from government) through electronic means
互聯網 Internet	142 997	97.4
經個人電腦連接互聯網 Internet via PCs	142 060	96.7
經流動裝置（如支援無線應用協定的 流動電話、個人數碼助理）連接互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	1 345	0.9
透過電話網絡的交互式語音應答系統 Interactive <u>Voice</u> Response System through telephone network	17 756	12.1
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	813	0.6
專用私人網絡 Designated private network	673	0.5
其他 Others	1	#

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.7 : 按沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的原因劃分的該類機構單位數目

Table 7.7 : Establishments not having received goods, services or information (other than from government) through electronic means by reason

沒有透過電子途徑獲取貨品、服務或資料的原因 ⁽¹⁾ Reason for not having received goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目 No. of establishments not having received goods, services or information (other than from government) through electronic means because of that reason	佔沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比 As a % of total no. of establishments not having received goods, services or information (other than from government) through electronic means
透過電子途徑獲取貨品、服務或資料對業務沒有裨益 No business benefit to receive goods, services or information through electronic means	114 520	68.5
缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工 Lack of personnel familiar with receiving goods, services or information through electronic means	51 382	30.8
業內並不普遍 Not popular in the industry	49 367	29.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	16 591	9.9
所需的貨品、服務或資料不能透過電子途徑送遞 Goods, services or information required cannot be delivered through electronic means	13 996	8.4
軟件的購置及發展成本高昂 Costly in procuring and developing software	12 879	7.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	8 264	4.9
透過電子途徑獲取貨品、服務或資料並不可靠 Consider receiving goods, services or information through electronic means not reliable	7 232	4.3
擔心透過電子途徑獲取貨品、服務或資料時的資料保密事宜 Concern about security issue in receiving goods, services or information through electronic means	5 669	3.4
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	1 214	0.7
其他 Others	1 602	1.0

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 8.1 : 按有沒有透過電子途徑售賣貨品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 8.1 : Distribution of establishments by whether having sold goods, services or information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑售賣 貨品、服務或資料 Whether having sold goods, services or information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	2.1	97.9	
建造業 Construction	21 085	0.1	99.9	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	2.5	97.5	
運輸、倉庫及通訊業 Transport, storage and communications	34 729	0.8	99.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	2.0	98.0	
社區、社會及個人服務業 Community, social and personal services	31 424	0.2	99.8	
總計 Total	313 931	1.8	98.2	
按就業人數類別劃分 By employment size				
大型 Large	6 053	6.4	93.6	
中型 Medium	32 583	2.8	97.2	
小型 Small	275 295	1.6	98.4	
總計 Total	313 931	1.8	98.2	

表 8.2 : 按電子途徑種類劃分的有透過電子途徑售賣貨品、服務或資料的機構單位數目
Table 8.2 : Establishments having sold goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類售賣貨品、服務或 資料的機構單位數目 No. of establishments having sold through that type of electronic means	佔有透過電子途徑 售賣貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having sold through electronic means
互聯網 Internet	5 648	97.9
互聯網（經其他一般網站／網頁） Internet (via Web site/page other than WAP version)	5 236	90.8
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of Web site/page)	596	10.3
透過電話網絡的交互式話音應答系統 Interactive <u>V</u> oice Response System through telephone network	245	4.2
專用私人網絡 Designated private network	185	3.2
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	104	1.8
其他 Others	50	0.9

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 8.3 : 按有透過電子途徑售賣貨品、服務或資料的原因劃分的該類機構單位數目
Table 8.3 : Establishments having sold goods, services or information through electronic means by reason

有透過電子途徑售賣貨品、 服務或資料的原因 ⁽¹⁾ Reason for having sold goods, services or information through electronic means ⁽¹⁾	因該原因而有透過 電子途徑售賣 貨品、服務或資料的 機構單位數目 No. of establishments having sold goods, services or information through electronic means because of that reason	佔有透過電子途徑 售賣貨品、服務或 資料的機構單位 數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	5 401	93.6
增強競爭力 To enhance competitiveness	5 393	93.5
改善效率及流程 To improve efficiency and streamline workflow	3 649	63.3
減低成本 To reduce cost	3 416	59.2
改善生產力 To improve productivity	2 287	39.7
改善對顧客的服務 To improve customer services	2 168	37.6
其他 Others	47	0.8

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 8.4 : 按電子途徑種類 / 顧客類別劃分在2004年透過電子途徑售賣貨品、服務或資料所帶來的業務收益

Table 8.4 : Business receipts received through selling goods, services or information through electronic means by type of electronic means/customer group in 2004

	在 2004 年透過電子途徑售賣 貨品、服務或資料所帶來的 業務收益 (百萬港元) Business receipts received through selling goods, services or information through electronic means in 2004 (HK\$Mn.)	百分比 (%)
按電子途徑的種類		
By type of electronic means		
互聯網 Internet	11,057	40.0
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/page other than WAP version)	10,239	37.1
互聯網 (經無線應用協定版本網站 / 網頁) Internet (via WAP version of Web site/page)	818	3.0
專用私人網絡 Designated private network	15,432	55.8
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	890	3.2
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	177	0.6
其他 Others	76	0.3
總計 Total	27,632	100.0
按顧客類別		
By customer group		
商業及其他機構 Business and other establishments	18,742	67.8
消費者 Consumers	8,747	31.7
政府及有關機構 Government and related organizations	142	0.5
總計 Total	27,632	100.0
透過電子途徑所帶來的業務收益佔總業務收益的百分比 Business receipts through electronic means as a % of total business receipts		0.49

表 8.5 : 按透過互聯網售賣貨品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比劃分的有透過互聯網售賣貨品、服務或資料的機構單位數目

Table 8.5 : Establishments having sold goods, services or information through Internet by percentage of payment received through Internet in the receipts of goods, services or information sold through Internet

透過互聯網售賣貨品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比 Percentage of payment received through Internet in the receipts of goods, services or information sold through Internet	有透過互聯網售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through Internet	百分比 (%)
0%	3 410	60.4
< 1%	245	4.3
1-5%	226	4.0
6-10%	1 067	18.9
11-15%	302	5.3
> 15%	398	7.0
總計 Total	5 648	100.0

表 8.6 : 按有沒有計劃透過電子途徑售賣貨品、服務或資料及預計開始的年份劃分的沒有透過電子途徑售賣貨品、服務或資料的機構單位數目

Table 8.6 : Establishments not having sold goods, services or information through electronic means by whether intending to do so by expected time of doing so

有沒有計劃透過 電子途徑售賣貨品、 服務或資料 Whether intending to sell goods, services or information through electronic means	預計透過電子途徑 售賣的時間 Expected time of selling through electronic means	機構單位數目 No. of establishments	佔有計劃透過電子 途徑售賣貨品、服務 或資料的機構單位 數目百分比 As a % of total no. of establishments intending to sell through electronic means	佔沒有透過電子 途徑售賣貨品、服務 或資料的機構單位 數目百分比 As a % of total no. of establishments not having sold through electronic means
有 Yes	2005 年 In 2005	1 084	43.1	0.4
	2006 年 In 2006	975	38.7	0.3
	2006 年後或 沒有預計時間 After 2006 or no expected time	458	18.2	0.1
沒有 No	-	305 647		99.2

表 8.7 : 按未有計劃透過電子途徑售賣貨品、服務或資料的原因劃分的該類機構單位數目
Table 8.7 : Establishments not intending to sell goods, services or information through electronic means by reason

未有計劃透過電子途徑售賣貨品、 服務或資料的原因 ⁽¹⁾ Reason for not planning to sell goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過 電子途徑售賣貨品、服務或 資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑 售賣貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
透過電子途徑售賣貨品、服務或資料對業務 沒有裨益 No business benefit to sell goods, services or information through electronic means	167 859	54.9
業內並不普遍 Not popular in the industry	106 512	34.8
缺乏熟悉透過電子途徑售賣貨品、服務或資料 的員工 Lack of personnel familiar with selling goods, services or information through electronic means	75 108	24.6
有關的貨品、服務或資料不能以電子途徑售賣 Goods, services or information could not be sold through electronic means	66 013	21.6
大部分顧客仍然未有準備使用電子商貿 Most customers not ready to use electronic commerce	32 383	10.6
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	24 095	7.9
透過電子途徑售賣貨品、服務或資料並不可靠 Consider selling goods, services or information through electronic means not reliable	23 614	7.7
軟件的購置及發展成本高昂 Costly in procuring and developing software	21 053	6.9
擔心透過電子途徑售賣貨品、服務或資料時的 資料保密事宜 Concern about security issue in selling goods, services or information through electronic means	20 426	6.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	16 556	5.4
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	12 371	4.0
其他 Others	4 609	1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 9.1 : 按有沒有透過電子途徑遞送貨品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 9.1 : Distribution of establishments by whether having delivered goods, services or information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑遞送 貨品、服務或資料 Whether having delivered goods, services or information through electronic means	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	10.4	89.6
建造業 Construction	21 085	8.2	91.8
批發、零售、進 / 出口貿易、飲食及 酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	17.5	82.5
運輸、倉庫及通訊業 Transport, storage and communications	34 729	5.4	94.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	21.7	78.3
社區、社會及個人服務業 Community, social and personal services	31 424	16.4	83.6
總計 Total	313 931	15.7	84.3
按就業人數類別劃分 By employment size			
大型 Large	6 053	72.4	27.6
中型 Medium	32 583	34.9	65.1
小型 Small	275 295	12.2	87.8
總計 Total	313 931	15.7	84.3

表 9.2 : 按遞送貨品、服務或資料的種類劃分的有透過電子途徑遞送貨品、服務或資料的機構單位數目

Table 9.2 : Establishments having delivered goods, services or information through electronic means by type of goods, services or information delivered

遞送貨品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information delivered ⁽¹⁾	有透過電子途徑遞送該類貨品、服務或資料的機構單位數目 No. of establishments having delivered that type of goods, services or information through electronic means	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
在網站提供機構 / 產品資料 Provision of information on the firm/product on the Web site	46 877	95.0
遞送其他資料 Delivery of other information	6 990	14.2
遞送數碼形式的產品及服務 Delivery of products and services in digital form	3 055	6.2
電子付款服務 e-payment services	2 413	4.9
遞送金融資料 (例如股票價格) Delivery of financial information (e.g. stock price)	560	1.1
其他 Others	255	0.5

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 9.3 : 按電子途徑種類劃分的有透過電子途徑遞送貨品、服務或資料的機構單位數目
Table 9.3 : Establishments having delivered goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類遞送貨品、服務或 資料的機構單位數目 No. of establishments having delivered goods, services or information through that type of electronic means	佔有透過電子途徑 遞送貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
互聯網 Internet	48 992	99.3
互聯網（經其他一般網站／網頁） Internet (via Web site/page other than WAP version)	48 617	98.5
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of Web site/page)	1 410	2.9
專用私人網絡 Designated private network	875	1.8
透過電話網絡的交互式語音應答系統 Interactive <u>V</u> oice Response System through telephone network	500	1.0
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	266	0.5
其他 Others	286	0.6

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 9.4 : 按有透過電子途徑遞送貨品、服務或資料的原因劃分的該類機構單位數目
Table 9.4 : Establishments having delivered goods, services or information through electronic means by reason

有透過電子途徑遞送貨品、 服務或資料的原因 ⁽¹⁾ Reason for having delivered goods, services or information through electronic means ⁽¹⁾	因該原因而有透過電子 途徑遞送貨品、服務 或資料的機構單位數目 No. of establishments having delivered goods, services or information through electronic means because of that reason	佔有透過電子途徑遞送 貨品、服務或資料的 機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	34 192	69.3
增強競爭力 To enhance competitiveness	32 248	65.4
改善對顧客的服務 To improve customer services	22 558	45.7
改善效率及流程 To improve efficiency and streamline workflow	14 602	29.6
減低成本 To reduce cost	11 211	22.7
改善生產力 To improve productivity	9 280	18.8
其他 Others	637	1.3

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 9.5 : 按有沒有計劃透過電子途徑遞送貨品、服務或資料及預計開始的年份劃分的沒有透過電子途徑遞送貨品、服務或資料的機構單位數目

Table 9.5 : Establishments not having delivered goods, services or information through electronic means by whether intending to do so by expected time of doing so

有沒有計劃透過 電子途徑遞送 貨品、服務或資料 Whether intending to deliver goods, services or information through electronic means	預計透過電子途徑 遞送的時間 Expected time of delivering through electronic means	機構單位數目 No. of establishments	佔有計劃透過電子途徑 遞送貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments intending to deliver through electronic means	佔沒有透過電子 途徑遞送貨品、 服務或資料的機構 單位數目百分比 As a % of total no. of establishments not having delivered through electronic means
有 Yes	2005 年 In 2005	9 113	52.0	3.4
	2006 年 In 2006	7 340	41.9	2.8
	2006 年後或 沒有預計時間 After 2006 or no expected time	1 058	6.0	0.4
沒有 No	-	247 083		93.4

表 9.6 : 按未有計劃透過電子途徑遞送貨品、服務或資料的原因劃分的該類機構單位數目
Table 9.6 : Establishments not intending to deliver goods, services or information through electronic means by reason

未有計劃透過電子途徑遞送貨品、服務或資料的原因 ⁽¹⁾ Reason for not intending to deliver goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments not intending to deliver goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods, services or information through electronic means
透過電子途徑遞送貨品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means	159 694	64.6
業內並不普遍 Not popular in the industry	80 707	32.7
缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information through electronic means	64 050	25.9
有關的貨品、服務或資料不能以電子途徑遞送 Goods, services or information could not be delivered through electronic means	44 157	17.9
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	19 829	8.0
透過電子途徑遞送貨品、服務或資料並不可靠 Consider delivering goods, services or information through electronic means not reliable	16 153	6.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	15 484	6.3
擔心透過電子途徑遞送貨品、服務或資料時的資料保密事宜 Concern about security issue in delivering goods, services or information through electronic means	15 016	6.1
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	12 219	4.9
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	5 788	2.3
其他 Others	3 713	1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 10.1A : 按資訊科技開支項目種類及有沒有為其訂下2005年財政預算劃分的機構單位數目
Table 10.1A : Establishments by whether having budget for information technology (IT) for year 2005
by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2005 年的財政預算 Whether having budget for IT for year 2005							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	9 036	2.9	281 141	89.6	23 754	7.6	313 931	100.0
為增購資訊科技設備及軟件 For procuring additional IT equipment and software	31 659	10.1	246 131	78.4	36 141	11.5	313 931	100.0
為增聘資訊科技員工 For employing additional IT personnel	6 705	2.1	281 007	89.5	26 218	8.4	313 931	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	12 636	4.0	278 332	88.7	22 963	7.3	313 931	100.0
為資訊科技培訓 For IT training	10 329	3.3	278 398	88.7	25 204	8.0	313 931	100.0
為資訊科技保安用途 For IT security purposes	18 495	5.9	264 386	84.2	31 050	9.9	313 931	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	21 390	6.8	262 038	83.5	30 503	9.7	313 931	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	8 461	2.7	275 240	87.7	30 230	9.6	313 931	100.0

表 10.1B : 按資訊科技開支項目種類及有沒有為其訂下2006年財政預算劃分的機構單位數目
Table 10.1B : Establishments by whether having budget for information technology (IT) for year 2006
by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2006 年的財政預算 Whether having budget for IT for year 2006							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 912	2.2	248 966	79.3	58 053	18.5	313 931	100.0
為增購資訊科技設備及軟件 For procuring additional IT equipment and software	13 614	4.3	239 044	76.1	61 273	19.5	313 931	100.0
為增聘資訊科技員工 For employing additional IT personnel	3 951	1.3	253 194	80.7	56 786	18.1	313 931	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	6 001	1.9	250 452	79.8	57 477	18.3	313 931	100.0
為資訊科技培訓 For IT training	6 158	2.0	249 267	79.4	58 506	18.6	313 931	100.0
為資訊科技保安用途 For IT security purposes	9 597	3.1	245 179	78.1	59 156	18.8	313 931	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	12 219	3.9	240 524	76.6	61 188	19.5	313 931	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	7 573	2.4	246 239	78.4	60 120	19.2	313 931	100.0

表 10.2A : 按資訊科技開支項目種類及2005年與2004年比較的財政預算變動劃分的有為資訊科技開支項目訂下2005年財政預算的機構單位分布

Table 10.2A : Distribution of establishments having budget for information technology (IT) expenditure for 2005 by area of IT expenditure by change of budget for year 2005 over that for 2004

資訊科技開支項目 Area of IT expenditure	有為該項目訂下財政預算的機構單位數目 No. of establishments having budget for that area	2005 年與 2004 年比較的財政預算變動 Change of budget for year 2005 over that for 2004			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	總計 Total
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	9 036	61.8	36.4	1.7	100.0
為增購資訊科技設備及軟件 For procuring additional IT equipment and software	31 659	69.9	26.7	3.4	100.0
為增聘資訊科技員工 For employing additional IT personnel	6 705	54.5	43.9	1.6	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	12 636	49.7	48.1	2.2	100.0
為資訊科技培訓 For IT training	10 329	62.4	35.7	1.9	100.0
為資訊科技保安用途 For IT security purposes	18 495	59.5	38.7	1.8	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	21 390	35.7	62.1	2.2	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	8 461	61.4	36.0	2.6	100.0

表 10.2B : 按資訊科技開支項目種類及2006年與2005年比較的財政預算變動劃分的有為資訊科技開支項目訂下2006年財政預算的機構單位分布

Table 10.2B : Distribution of establishments having budget for information technology (IT) expenditure for 2006 by area of IT expenditure by change of budget for year 2006 over that for 2005

資訊科技開支項目 Area of IT expenditure	有為該項目訂下財政預算的機構單位數目 No. of establishments having budget for that area	2006年與2005年比較的財政預算變動 Change of budget for year 2006 over that for 2005			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 912	75.7	22.9	1.4	100.0
為增購資訊科技設備及軟件 For procuring additional IT equipment and software	13 614	66.7	31.9	1.5	100.0
為增聘資訊科技員工 For employing additional IT personnel	3 951	60.5	38.0	1.4	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	6 001	63.3	34.7	2.0	100.0
為資訊科技培訓 For IT training	6 158	54.6	42.5	2.9	100.0
為資訊科技保安用途 For IT security purposes	9 597	63.9	35.1	1.0	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	12 219	51.1	48.2	0.7	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	7 573	71.6	27.6	0.7	100.0

表 11.1 : 按機構的電腦有沒有受到入侵／襲擊劃分的有使用個人電腦的機構單位數目按行業／就業人數類別分布

Table 11.1 : Distribution of establishments by whether having suffered from computer attacks by industry sector/employment size

	有使用個人電腦 的機構單位數目 No. of establishments having used PCs	機構的電腦有沒有 受到入侵／襲擊 Whether having suffered from computer attacks		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 533	32.7		67.3
建造業 Construction	11 689	23.0		77.0
批發、零售、進／出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	105 258	35.8		64.2
運輸、倉庫及通訊業 Transport, storage and communications	10 019	38.8		61.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 664	38.5		61.5
社區、社會及個人服務業 Community, social and personal services	13 895	29.1		70.9
總計 Total	190 058	35.1		64.9
按就業人數類別劃分 By employment size				
大型 Large	5 901	39.0		61.0
中型 Medium	28 958	36.0		64.0
小型 Small	155 199	34.8		65.2
總計 Total	190 058	35.1		64.9

表 11.2 : 按電腦曾受到入侵／襲擊的種類劃分的該類機構單位數目按行業／就業人數類別分布

Table 11.2 : Distribution of establishments having suffered from computer attacks by type of computer attacks by industry sector/employment size

	電腦曾受到 入侵／襲擊的 機構單位數目 No. of establishments having suffered from that type of computer attack	電腦曾受入侵／襲擊的種類 ⁽¹⁾ Type of computer attacks ⁽¹⁾					(百分比) (%)
		電腦病毒 Virus	黑客 Hacking	阻斷服務 Denial of service	資料被竊 Theft of information	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 792	99.9	2.9	3.9	1.0	0.0	
建造業 Construction	2 684	99.4	1.4	5.0	0.0	#	
批發、零售、進／出口 貿易、飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	37 712	98.8	11.8	6.7	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	3 891	86.4	5.1	17.5	0.4	0.0	
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	15 672	96.9	6.5	9.5	0.2	0.1	
社區、社會及個人服務業 Community, social and personal services	4 050	94.7	6.5	16.1	0.0	0.0	
總計 Total	66 801	97.4	9.0	8.4	0.1	#	
按就業人數類別劃分 By employment size							
大型 Large	2 300	97.1	7.0	10.1	0.9	#	
中型 Medium	10 428	94.4	8.8	6.6	0.2	0.1	
小型 Small	54 073	98.0	9.2	8.7	0.1	0.0	
總計 Total	66 801	97.4	9.0	8.4	0.1	#	

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 11.3 : 按機構的電腦受入侵／襲擊次數劃分的該類機構單位數目接受入侵／襲擊種類分布

Table 11.3 : Distribution of establishments having suffered from computer attacks by number of computer attacks by type of computer attacks

	電腦曾受到該種 入侵／襲擊的 機構單位數目 No. of establishments having suffered from that type of computer attacks	電腦受入侵／襲擊的次數 Number of computer attacks					(百分比) (%)	
		1 - 10	11 - 20	21 - 30	31 - 50	> 50	沒有計算 Unknown	
電腦曾受入侵／襲擊的種類⁽¹⁾								
Type of computer attacks⁽¹⁾								
電腦病毒 Virus	65 093	88.9	1.9	1.8	2.8	2.0	2.6	
黑客 Hacking	6 033	80.9	0.9	0.0	0.2	0.7	17.3	
阻斷服務 Denial of service	5 608	95.6	0.6	3.0	0.7	#	0.1	
資料被竊 Theft of Information	82	75.6	0.0	0.0	0.0	0.0	24.4	
其他 Others	16	93.8	6.3	0.0	0.0	0.0	0.0	
以上種類的任何組合 Any combination of the above types	66 801	87.1	3.4	2.0	2.8	2.0	2.6	

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 11.4A : 按機構在電腦受襲後所採取的行動劃分的該類機構單位數目按行業類別分布
Table 11.4A : Distribution of establishments having suffered from computer attacks by type of action taken after computer attacks by industry sector

行業類別 Industry sector	電腦曾受 入侵／襲擊的 機構單位數目 No. of establishments having suffered from computer attacks	電腦曾受入侵／襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾			(百分比) (%)
		修補漏洞 Patched holes	使用更多保安技術 Use more security technologies	向管理層匯報 Report to senior management	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 792	77.4	48.4	21.6	
建造業 Construction	2 684	86.7	27.4	24.6	
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	37 712	83.6	49.4	20.7	
運輸、倉庫及通訊業 Transport, storage and communications	3 891	91.8	30.2	22.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 672	77.4	41.3	19.2	
社區、社會及個人服務業 Community, social and personal services	4 050	97.9	26.7	23.9	
總計 Total	66 801	83.4	44.1	20.8	

行業類別 Industry sector	電腦曾受入侵／襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾				(百分比) (%)
	沒有 特別行動 No specific action	向香港電腦保安 事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team Coordination Centre	向警方報案 Report to police	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	11.7	0.1	0.2	0.0	
建造業 Construction	0.1	0.0	0.0	#	
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	5.4	1.2	0.2	#	
運輸、倉庫及通訊業 Transport, storage and communications	#	#	1.3	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10.7	0.4	#	#	
社區、社會及個人服務業 Community, social and personal services	0.1	0.1	0.2	0.0	
總計 Total	6.0	0.8	0.2	#	

⁽¹⁾ 可選擇多於一種行動。
May select more than one type of action.

表 11.4B : 按機構在電腦受襲後所採取的行動劃分的該類機構單位數目按就業人數類別分布
Table 11.4B : Distribution of establishments having suffered from computer attacks by type of action taken after computer attacks by employment size

就業人數類別 Employment size	電腦曾受 入侵／襲擊的 機構單位數目 No. of establishments having suffered from computer attacks	電腦曾受入侵／襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾			(百分比) (%)
		修補漏洞 Patched holes	使用更多保安技術 Use more security technologies	向管理層匯報 Report to senior management	
大型 Large	2 300	89.4	50.9		51.8
中型 Medium	10 428	77.7	48.0		37.0
小型 Small	54 073	84.2	43.0		16.4
總計 Total	66 801	83.4	44.1		20.8
就業人數類別 Employment size		電腦曾受入侵／襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾			(百分比) (%)
		沒有 特別行動 No specific action	向香港電腦保安 事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team Coordination Centre	向警方報案 Report to police	其他 Others
大型 Large	0.4		1.8	1.0	0.4
中型 Medium	3.2		1.0	0.6	0.0
小型 Small	6.8		0.7	0.1	0.0
總計 Total	6.0		0.8	0.2	#

⁽¹⁾ 可選擇多於一種行動。
May select more than one type of action.

表 11.5 : 按機構有沒有採用保安技術來保護機構的電腦系統及資料劃分的有使用個人電腦的機構單位數目按行業／就業人數類別分布

Table 11.5 : Distribution of establishments having used PCs by whether having adopted security technology to protect their computer system and information by industry sector/ employment size

	有使用 個人電腦的 機構單位數目 No. of establishments having used PCs	有沒有採用保安技術來 保護機構的電腦系統及資料 Whether having adopted security technology to protect their computer system and information (百分比) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 533	87.7	12.3
建造業 Construction	11 689	83.5	16.5
批發、零售、進／出口貿易、飲食 及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	105 258	91.9	8.1
運輸、倉庫及通訊業 Transport, storage and communications	10 019	94.2	5.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 664	91.3	8.7
社區、社會及個人服務業 Community, social and personal services	13 895	86.8	13.2
總計 Total	190 058	90.8	9.2
按就業人數類別劃分 By employment size			
大型 Large	5 901	95.4	4.6
中型 Medium	28 958	94.9	5.1
小型 Small	155 199	89.9	10.1
總計 Total	190 058	90.8	9.2

表 11.6A : 按機構所採用的保安技術來保護機構的電腦系統及資料劃分的該類機構單位數目按行業類別分布

Table 11.6A : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by industry sector

行業類別 Industry sector	有採用保安技術的機構單位數目 No. of establishments having adopted security technology	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾				(百分比) (%)
		防毒軟件 Anti-virus software	防火牆 Firewall	密碼 / 個人辦認密碼 Password / Personal Identity Number (PIN)	檔案加密 File encryption	
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 485	99.2	57.8	36.2	13.9	
建造業 Construction	9 760	99.1	58.5	34.0	6.3	
批發、零售、進／出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	96 779	96.6	53.8	39.6	7.9	
運輸、倉庫及通訊業 Transport, storage and communications	9 434	98.3	49.0	31.4	3.4	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 111	98.8	62.9	45.8	14.4	
社區、社會及個人服務業 Community, social and personal services	12 055	98.0	53.2	47.4	11.5	
總計 Total	172 624	97.5	55.9	40.6	9.5	

行業類別 Industry sector	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾					(百分比) (%)
	接達管制 Access control	入侵偵測系統 Intrusion detection system	實體保安 Physical security	數碼證書 Digital certificate	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	6.9	8.3	4.9	1.7	#	
建造業 Construction	3.3	3.8	6.4	1.5	#	
批發、零售、進／出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	6.7	3.8	3.8	5.2	1.1	
運輸、倉庫及通訊業 Transport, storage and communications	6.3	3.9	2.8	7.5	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	17.0	10.7	7.7	5.0	0.1	
社區、社會及個人服務業 Community, social and personal services	10.0	7.3	12.3	1.7	0.3	
總計 Total	8.9	5.7	5.4	4.7	0.7	

⁽¹⁾ 可選擇多於一種保安技術。
May select more than one type of security technology.

表 11.6B : 按機構所採用的保安技術來保護機構的電腦系統及資料劃分的該類機構單位數目按就業人數類別分布

Table 11.6B : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by employment size

就業人數類別 Employment size	有採用保安技術的機構單位數目 No. of establishments having adopted security technology	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾				(百分比) (%)
		防毒軟件 Anti-virus software	防火牆 Firewall	密碼 / 個人辦認密碼 Password/ Personal Identity Number (PIN)	檔案加密 File encryption	
大型 Large	5 629	97.5	83.9	77.9	31.7	
中型 Medium	27 484	97.4	68.3	52.6	14.6	
小型 Small	139 511	97.5	52.3	36.7	7.6	
總計 Total	172 624	97.5	55.9	40.6	9.5	

就業人數類別 Employment size	接達管制 Access control	入侵偵測系統 Intrusion detection system	實體保安 Physical security	數碼證書 Digital certificate	其他 Others	(百分比) (%)
						所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾
大型 Large	47.9	21.7	36.9	13.4	0.2	
中型 Medium	18.9	6.1	9.8	4.3	0.3	
小型 Small	5.4	5.0	3.2	4.4	0.8	
總計 Total	8.9	5.7	5.4	4.7	0.7	

⁽¹⁾ 可選擇多於一種保安技術。
May select more than one type of security technology.

表 11.7 : 按沒有採用任何保安技術來保護機構的電腦系統及資料的原因劃分的該類機構單位數目按行業 / 就業人數類別分布

Table 11.7 : Distribution of establishments not having adopted any security technology to protect their computer system and information by reason by industry sector/employment size

	沒有採用任何保安技術的機構單位數目 No. of establishments not having adopted any security technology	沒有採用任何保安技術的原因 ⁽¹⁾ Reason for not having adopted any security technology ⁽¹⁾					(百分比) (%)
		沒有需要 / 不預期有保安問題 Don't see the need/don't foresee any security problem	財政限制 Budget constraint	缺乏有關範疇的知識 Lack of expertise in the field	資訊保安的優先次序較低 Information security is considered a low priority	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 048	97.8	15.1	20.9	0.0	2.9	
建造業 Construction	1 930	87.4	0.5	12.1	0.0	0.0	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	8 479	87.5	11.5	2.8	0.6	1.5	
運輸、倉庫及通訊業 Transport, storage and communications	585	69.8	4.1	29.9	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3 552	84.7	10.5	4.7	0.0	0.0	
社區、社會及個人服務業 Community, social and personal services	1 840	88.8	7.1	10.3	0.6	0.0	
總計 Total	17 434	87.1	9.6	7.0	0.3	0.9	
按就業人數類別劃分 By employment size							
大型 Large	273	100.0	14.0	1.5	0.0	0.0	
中型 Medium	1 474	86.9	9.8	9.9	0.6	7.1	
小型 Small	15 688	86.9	9.5	6.9	0.3	0.3	
總計 Total	17 434	87.1	9.6	7.0	0.3	0.9	

⁽¹⁾ 可選擇多於一種原因。
May select more than one reason.

表 11.8 : 按機構在處理保安問題上遇到的限制劃分的有採用保安技術來保護機構的電腦系統及資料的機構單位分布

Table 11.8 : Distribution of establishments having adopted security technology to protect their computer system and information by type of obstacles to addressing security concerns

限制的種類 ⁽¹⁾ Type of obstacles ⁽¹⁾	機構在處理保安 問題上遇到該種 限制的機構單位數目 No. of establishments having that type of obstacles to addressing security concern	佔有採用保安技術 來保護機構的 電腦系統及資料的 機構單位數目百分比 As a % of total no. of establishments having adopted security technology to protect their computer system and information
財政限制 Budget constraint	59 041	34.2
缺乏有關範疇的知識 Lack of expertise in the field	46 899	27.2
員工缺乏資訊科技保安意識 Lack of employee awareness	35 899	20.8
有關產品的技術複雜 Technical/complexity of products	33 481	19.4
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	28 986	16.8
缺乏管理層支持 Lack of management support	8 317	4.8
其他 Others	2 804	1.6

⁽¹⁾ 可選擇多於一種限制。
May select more than one type of obstacle.

表 11.9 : 按機構有沒有為客戶提供身分認證及／或保密接達服務劃分的有透過電子途徑售賣貨品、服務或資料的機構單位數目按行業／就業人數類別分布
Table 11.9 : Distribution of establishments having sold goods, services or information through electronic means by whether having provided authentication and/or secure access for the clients by industry sector/employment size

	有透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through electronic means	有沒有為客戶提供身分認證及／或保密接達服務 Whether having provided authentication and/or secure access for the clients	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業和建造業 ⁽¹⁾ Manufacturing, electricity and gas, and construction ⁽¹⁾	315	47.6	52.4
批發、零售、進／出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	4 179	42.0	58.0
運輸、倉庫及通訊業 Transport, storage and communications	294	78.0	22.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	916	84.5	15.5
社區、社會及個人服務業 Community, social and personal services	64	94.4	5.6
總計 Total	5 768	51.5	48.5
按就業人數類別劃分 By employment size			
大型 Large	389	89.5	10.5
中型 Medium	918	44.6	55.4
小型 Small	4 461	49.6	50.4
總計 Total	5 768	51.5	48.5

⁽¹⁾ 由於要為個別機構單位的資料保密，故此製造業、電力及燃氣業和建造業合併一起分析。
The manufacturing sector, electricity and gas sector, and the construction sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 11.10A : 按機構為客戶提供身分認證及／或保密接達服務的方法劃分的該類機構單位數目按行業類別分布

Table 11.10A : Distribution of establishments having provided authentication and/or secure access for the clients by methods of authentication and/or secure access for the clients by industry sector

行業類別 Industry sector	有為客戶提供身分 認證及／或保密接達 服務的機構單位數目 No. of establishments having provided authentication and/or secure access for the clients	為客戶提供身分認證及／或 保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾			(百分比) (%)
		用戶名稱 User name	密碼／ 個人辨認密碼 Password/Personal Identity Number	密碼插口層 Secure Sockets Layer (SSL)	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	150	78.1	86.8	31.2	
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 755	78.4	33.1	10.7	
運輸、倉庫及通訊業 Transport, storage and communications	229	85.0	70.0	20.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	774	76.0	79.8	81.4	
社區、社會及個人服務業 Community, social and personal services	60	42.3	32.6	79.0	
總計 Total	2 968	77.6	50.8	32.3	

行業類別 Industry sector	為客戶提供身分認證及／或保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾				(百分比) (%)
	保密電子交易 Secure Electronic Transaction (SET)	個人數碼證書 Personal digital certificate	伺服器數碼證書 Server digital certificate	其他 Others	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	30.6	28.7	27.1	1.7	
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	9.5	1.3	1.3	2.3	
運輸、倉庫及通訊業 Transport, storage and communications	3.9	2.1	7.9	3.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50.2	55.5	10.1	3.9	
社區、社會及個人服務業 Community, social and personal services	10.1	6.6	13.7	3.3	
總計 Total	20.8	17.0	5.7	2.8	

⁽¹⁾ 可選擇多於一種方法。
May select more than one method.

⁽²⁾ 由於要為個別機構單位的資料保密，故此製造業、電力及燃氣業和建造業合併一起分析。
The manufacturing sector, electricity and gas sector, and the construction sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 11.10B : 按機構為客戶提供身分認證及／或保密接達服務的方法劃分的該類機構單位數目按就業人數類別分布

Table 11.10B : Distribution of establishments having provided authentication and/or secure access for the clients by methods of authentication and/or secure access for the clients by employment size

就業人數類別 Employment size	有為客戶提供身分認證及／或保密接達服務的機構單位數目 No. of establishments having provided authentication and/or secure access for the clients	為客戶提供身分認證及／或保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾			(百分比) (%)
		用戶名稱 User name	密碼／個人辨認密碼 Password/Personal Identity Number	保密插口層 Secure Sockets Layer (SSL)	
大型 Large	348	72.4	74.3	66.4	
中型 Medium	409	52.4	80.3	48.7	
小型 Small	2 211	83.0	41.7	23.9	
總計 Total	2 968	77.6	50.8	32.3	

就業人數類別 Employment size	為客戶提供身分認證及／或保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾				(百分比) (%)
	保密電子交易 Secure Electronic Transaction (SET)	個人數碼證書 Personal digital certificate	伺服器數碼證書 Server digital certificate	其他 Others	
大型 Large	11.2	18.6	26.8	4.9	
中型 Medium	10.0	3.9	5.5	2.5	
小型 Small	24.3	19.2	2.4	2.5	
總計 Total	20.8	17.0	5.7	2.8	

⁽¹⁾ 可選擇多於一種方法。
May select more than one method.

表 11.11 : 按機構有沒有核證僱員身分劃分的有內部通訊系統的機構單位數目按行業／就業人數類別分布

Table 11.11 : Distribution of establishments having internal communications system by whether having provided authentication for employees by industry sector/employment size

	有內部通訊系統的 機構單位數目 No. of establishments having internal communication system	有為僱員核證身分 Whether having provided authentication for employees	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	3 845	67.2	32.8
建造業 Construction	3 456	77.1	22.9
批發、零售、進／出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	39 975	76.0	24.0
運輸、倉庫及通訊業 Transport, storage and communications	4 235	77.2	22.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	18 285	81.4	18.6
社區、社會及個人服務業 Community, social and personal services	5 546	76.9	23.1
總計 Total	75 341	77.0	23.0
按就業人數類別劃分 By employment size			
大型 Large	5 081	95.0	5.0
中型 Medium	19 332	84.4	15.6
小型 Small	50 929	72.4	27.6
總計 Total	75 341	77.0	23.0

表 11.12 : 按機構核證僱員身分的方法劃分的該類機構單位數目按行業／就業人數類別分布
Table 11.12 : Distribution of establishments having provided authentication for employees by methods of authentication for employees by industry sector/employment size

	有為僱員核證身分的機構單位數目 No. of establishments having provided authentication for employees	為僱員核證身分的方法 ⁽¹⁾ Methods of authentication for employees ⁽¹⁾			(百分比) (%)
		密碼／ 個人辨認密碼 Password/ Personal Identity Number	用戶名稱 User name	個人 數碼證書 Personal digital certificate	其他 Others
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 584	91.1	86.2	0.9	0.1
建造業 Construction	2 665	92.3	82.0	0.3	0.3
批發、零售、進／出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	30 369	88.5	71.5	0.5	0.8
運輸、倉庫及通訊業 Transport, storage and communications	3 270	93.3	91.5	0.8	0.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	14 875	98.9	87.9	2.2	0.7
社區、社會及個人服務業 Community, social and personal services	4 265	94.7	78.4	3.0	0.3
總計 Total	58 028	92.2	78.5	1.1	0.6
按就業人數類別劃分 By employment size					
大型 Large	4 828	92.9	89.7	5.7	0.6
中型 Medium	16 312	91.8	77.8	0.6	1.6
小型 Small	36 888	92.3	77.3	0.8	0.2
總計 Total	58 028	92.2	78.5	1.1	0.6

⁽¹⁾ 可選擇多於一種方法。
May select more than one method.

表 12.1 : 按有沒有應用無線及流動裝置劃分的機構單位數目及其按行業 / 就業人數類別分布

Table 12.1 : Distribution of establishments by whether having used wireless and mobile devices by industry sector/employment size

	機構單位數目 No. of establishments	有沒有應用無線及流動裝置 Whether having used wireless and mobile devices	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	11.3	88.7
建造業 Construction	21 085	8.3	91.7
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	13.4	86.6
運輸、倉庫及通訊業 Transport, storage and communications	34 729	8.0	92.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	24.9	75.1
社區、社會及個人服務業 Community, social and personal services	31 424	11.7	88.3
總計 Total	313 931	13.9	86.1
按就業人數類別劃分 By employment size			
大型 Large	6 053	48.9	51.1
中型 Medium	32 583	23.8	76.2
小型 Small	275 295	12.0	88.0
總計 Total	313 931	13.9	86.1

表 12.2 : 按無線及流動裝置種類劃分的有應用無線及流動裝置的機構單位數目
Table 12.2 : Establishments having used wireless and mobile devices by category of wireless and mobile devices

無線及流動裝置的種類 ⁽¹⁾ Type of wireless and mobile devices ⁽¹⁾	有應用該項無線及 流動裝置的機構單位數目 No. of establishments using that kind of wireless and mobile devices	佔有應用無線及流動裝置的 機構單位數目百分比 As a % of total no. of establishments using wireless and mobile devices
無線區域網絡接達點(包括無線熱點) Wireless LAN access point (including hotspot)	32 992	75.6
連接無線數據通訊網絡的便攜式電腦 / 筆記簿 型電腦 Laptop or notebook computer connected to a wireless data communication network	21 687	49.7
連接無線數據通訊網絡的流動電話 Mobile phone connected to a wireless data communication network	20 444	46.8
連接無線數據通訊網絡的桌面電腦 Desktop computer connected to a wireless data communication network	12 783	29.3
連接無線數據通訊網絡的個人數碼助理 Personal Digital Assistant connected to a wireless data communication network	6 685	15.3
非接觸式智能卡閱讀器 Contactless smart card reader	4 148	9.5
射頻識別技術裝置 Radio Frequency Identification (RFID) device	2 335	5.3
其他 Others	136	0.3
以上種類的任何組合 Any combinations of the above categories	43 667	100.0

⁽¹⁾ 可選擇多於一個種類。
May select more than one category.

表 12.3 : 按所應用的無線及流動傳送技術種類劃分的有應用無線及流動傳送技術的機構單位數目

Table 12.3 : Establishments having used wireless and mobile transmission technology by type of wireless and mobile transmission technology used

無線及流動傳送技術的種類 ⁽¹⁾ Type of wireless and mobile transmission technology ⁽¹⁾	有應用該項無線及 流動傳送技術的機構單位數目 No. of establishments using that kind of wireless and mobile transmission technology	佔有應用無線及流動傳送技術 的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile transmission technology
無線區域網絡 Wireless LAN	30 915	70.9
通用分組無線電服務 General Packet Radio Service (GPRS)	15 182	34.8
藍芽技術 Bluetooth	10 864	24.9
射頻識別技術 Radio Frequency Identification (RFID)	4 794	11.0
無線應用協定 Wireless Application Protocol	4 361	10.0
第三代無線通訊系統 Third Generation Wireless System (3G)	4 089	9.4
全球演進式數據速率增強技術 Enhanced Data rates for Global Evolution (EDGE)	1 276	2.9
流動保安解決方案(例如流動數碼證書) Mobile security solution (e.g. mobile digital certificate)	782	1.8
其他 Others	598	1.4
以上種類的任何組合 Any combinations of the above types	43 606	100.0

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 12.4 : 按所應用的無線及流動服務種類劃分的有應用無線及流動服務的機構單位數目
Table 12.4 : Establishments having used wireless and mobile services by type of wireless and mobile services used

無線及流動服務的種類 ⁽¹⁾ Type of wireless and mobile services ⁽¹⁾	有應用該項無線及 流動服務的機構單位數目 No. of establishments using that kind of wireless and mobile services	佔有應用無線及流動服務的 機構單位數目百分比 As a % of total no. of establishments using wireless and mobile services
無線上網 Wireless web surfing	26 903	62.6
短訊服務 Short Message Service (SMS)	23 412	54.4
無線電郵 Wireless e-mail	20 777	48.3
多媒體短訊服務 Multimedia Messaging Service (MMS)	4 626	10.8
視像通訊 Video call	3 627	8.4
資訊娛樂服務 Infotainment service	3 161	7.3
全球定位系統 Global Positioning Service (GPS)	2 224	5.2
增強型短訊服務 Enhanced Messaging Service (EMS)	1 657	3.9
基於位置的服務 Location Based Service (LBS)	571	1.3
其他 Others	2 170	5.0
以上種類的任何組合 Any combinations of the above types	43 008	100.0

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 12.5 : 按所應用的無線及流動應用系統種類劃分的有應用無線及流動應用系統的機構單位數目

Table 12.5 : Establishments having used wireless and mobile applications by type of wireless and mobile applications used

無線及流動應用系統的種類 ⁽¹⁾ Type of wireless and mobile applications ⁽¹⁾	有應用該項無線及 流動應用系統的機構單位數目 No. of establishments using that kind of wireless and mobile applications	佔有應用無線及流動應用系 統的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile applications
辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	26 564	62.3
短訊廣播及警報(短訊服務、多媒體短訊服務等) Message broadcast and alert (SMS, MMS, etc.)	18 590	43.6
工作管理 Job management	9 816	23.0
無線應用協定的網站 WAP site	2 335	5.5
視訊串流 Video streaming	2 143	5.0
與業務伙伴(包括政府)進行交易 Transaction with business partners (including the government)	1 919	4.5
存貨控制 Inventory control	1 888	4.4
外勤考查及文件傳送 Outdoor site survey and documentation	1 588	3.7
流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc)	1 329	3.1
車隊管理 Fleet management	1 030	2.4
地理資訊系統 Geographic Information System (GIS)	900	2.1
流動銷售點 Mobile Point-Of-Sales	344	0.8
其他 Others	1 384	3.2
以上種類的任何組合 Any combinations of the above types	42 635	100.0

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 12.6 : 按未有應用無線及流動服務及技術原因劃分的該類機構單位分布
Table 12.6 : Distribution of establishments not using wireless and mobile services and technology by reason

未有應用無線及流動服務及技術的原因 ⁽¹⁾ Reason for not using wireless and mobile services and technology ⁽¹⁾	因該原因而未有應用 無線及流動服務及技術 的機構單位數目 No. of establishments not using wireless and mobile services and technology because of that reason	佔所有機構單位 數目百分比 As a % of total no. of establishments
對業務沒有裨益 No business benefit	181 440	57.8
缺乏熟悉無線及流動服務及技術的員工 Lack of personnel familiar with wireless and mobile services and technology	105 279	33.5
業內並不普遍 Not popular in the industry	103 212	32.9
投資成本高昂 High investment cost	73 523	23.4
大部分顧客仍未有準備使用無線及流動服務及 技術 Most customers not ready to use wireless and mobile services and technology	59 650	19.0
運作費用高昂 High operating cost	47 845	15.2
回報率沒有保證 Uncertain Return-On-Investment	42 045	13.4
不清楚市場有何種無線及流動服務及技術 Unfamiliar with the wireless and mobile services and technology available in the market	36 481	11.6
擔心資料保密及可靠性事宜 Concern about security and reliability issues	35 688	11.4
使用不方便 Inconvenient to use	16 201	5.2
網絡覆蓋不足 Insufficient network coverage	14 004	4.5
無線及流動裝置的功能不足 Inadequate functionality of the wireless and mobile devices	11 538	3.7
市場沒有合適的無線及流動服務及技術 No suitable wireless and mobile services and technology in the market	6 580	2.1
其他 Others	3 842	1.2

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

05 IT

香港特別行政區 政府統計處
CENSUS AND STATISTICS DEPARTMENT
HONG KONG SPECIAL ADMINISTRATIVE REGION

2005 年資訊科技在工商業的使用情況和普及程度按年統計調查
ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2005

致
TO:

┌

└

┌

或上列地址的使用者
or the occupier of these premises

└

注意事項

- 這項統計調查是根據《普查及統計條例》(第 316 章)第 IIIA 部進行，並由香港特別行政區政府憲報於 2001 年 3 月 2 日所刊登第 1271 號政府公告上宣布進行。條例規定，本處對個別機構單位的資料必須嚴加保密，日後只發表整體性而不會顯示個別機構單位的資料。
- 請填妥本問卷及用所附上的限閱文件信封在 **2005 年 4 月 29 日** 或以前寄回：
香港 北角英皇道 250 號 北角城中心 6 樓 政府統計處 科技統計組
- 除特別註明外，填報的數據應以填報問卷時的情況為依據。E 欄內有關購買和業務收入的全年數據是指所述年份或由該年 1 月 1 日至翌年 3 月 31 日期間任何連續 12 個月的資料，視乎貴機構的會計慣例而定。
- 有關本問卷內以**粗斜體**印出的詞彙的釋義，請參閱「**註釋**」。倘未能提供準確數據，請提供最佳的估計。如有查詢或需要協助填報問卷，請與本處陸國華先生聯絡(電話：3579 8762 或電子郵遞：itsurvey@censtatd.gov.hk)。
- 請在適當空格「」內加「✓」。

Points to Note

- The survey is conducted under **Part IIIA of the Census and Statistics Ordinance (Chapter 316)**, as notified in the General Notice No. 1271 in the Government of the Hong Kong Special Administrative Region Gazette of 2 March 2001. In accordance with the provisions of the Ordinance, the collected information relating to individual establishments will be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, will be released.
- Please complete this questionnaire and return it under the enclosed restricted cover to :
**Census and Statistics Department, Science and Technology Statistics Section,
6/F., Fortress Tower, 250 King's Road, North Point, Hong Kong.**
not later than **29 April 2005**.
- Data provided should refer to the position when completing the questionnaire, unless it is specified otherwise. Information on value of purchases and business receipts for a year in Section E refers to that of the specified calendar year or a 12-month period between 1 January of that year and 31 March of the following year, according to the accounting practice of your firm.
- Please refer to the **Explanatory Notes** for the definition of those terms printed in **bold and italic** in this questionnaire. If exact figures are not available, please provide best estimates. For enquiry or assistance in completing this questionnaire, please contact our Mr. LUK Kwok-wah at tel: 3579 8762 or e-mail: itsurvey@censtatd.gov.hk.
- Please '✓' in the appropriate box ''.

I. 一般資料
GENERAL INFORMATION

A1. 貴機構的業務性質。(請簡述貴機構所生產或提供的主要產品及服務。)
Nature of business of your firm.
(Please describe the major products and services produced or offered by your firm.)

A2. 在 2005 年 3 月底貴機構的**就業人數**。
Number of **persons engaged** in your firm as at end March 2005.

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II. 個人電腦的應用
PERSONAL COMPUTER USAGE

B1. 貴機構有沒有使用**個人電腦**?
Does your firm use **personal computer(s)** (PCs)?

- 1 有 (請跳至 B3)
Yes, (Please go to B3)
- 2 沒有
No

B2. 貴機構有沒有計劃裝置個人電腦?
Is your firm planning to install PCs?

- 1 有 → 預計在 _____ / _____ (月份 / 年份) (請跳至 C1)
Yes, in _____ / _____ (m/y/y) (Please go to C1)
- 2 沒有 → 請提供原因(可選多項, 但請圈出最主要的一項)及跳至 C1。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to C1.

- 1 缺乏對應用個人電腦有認識的員工
Lack of personnel familiar with using PC
- 2 缺乏懂得發展電腦應用系統的員工
Lack of personnel knowledgeable in developing computer application systems
- 3 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 6 擔心使用電腦時的資料保密事宜
Concern about security issue in using computer
- 7 電腦並不可靠
Consider computer not reliable
- 8 裝置電腦對業務沒有裨益
No business benefit to install PCs
- 9 其他(請註明): _____
Others (please specify): _____

B3. 請按以下類別, 註明貴機構所使用的個人電腦數量:
Number of PCs in use by the following categories:

數量(部)
Number of sets

- (a) 桌面電腦
Desktop computer

--	--	--	--	--
- (b) 便攜式電腦 / 筆記簿型電腦
Laptop or notebook computer

--	--	--	--	--
- (c) **個人數碼助理**
Personal Digital Assistant (PDA)

--	--	--	--	--
- (d) 其他(請註明): _____
Others (please specify): _____

--	--	--	--	--

總計
Total

--	--	--	--	--

B4. 貴機構的個人電腦有沒有裝置 / 接達以下類別的**應用軟件**：
Whether your firm's PCs have installed/access to the following categories of **application software**:

	有 Yes	沒有 No
(a) 文字處理 Word processing	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 試算表 Spreadsheet	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 數據庫管理 Database management	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 通訊 Communication	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 簡報 Presentation	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 電腦保安及防毒 Computer security and anti-virus	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 多媒體工具 (影像及聲音) Multi-media tools (video and sound)	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 其他 實用程式 Other utility	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 互聯網瀏覽器 Internet browser	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 銀行及金融 / 會計 Banking and finance/Accounting	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 人力資源管理 / 培訓 Human resource management/Training	<input type="text" value="1"/>	<input type="text" value="2"/>
(n) 其他(請註明) : Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

B5. 貴機構的個人電腦有沒有接達以下類別的**特製電腦系統**：
Whether your firm's PCs have access to the following categories of **tailor-made computer system**:

	有 Yes	沒有 No
(a) 電腦輔助設計 / 電腦輔助製造 CAD/CAM	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 銀行及金融 / 會計 Banking and finance/Accounting	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 人力資源管理 / 培訓 Human resource management/Training	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 其他(請註明) : Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

B6. 貴機構的僱員有多少百分比在工作中有使用個人電腦？
(請進位至整數)：
What is the proportion of your firm's employees using PCs at work?
(Please round to whole number):

%

III. 電腦網絡的應用
COMPUTER NETWORK USAGE

C1. 貴機構有沒有連接 **互聯網** ?
Does your firm have **Internet** connection?

1 有 (請跳至 C3)
Yes, (Please go to C3)

2 沒有
No

C2. 貴機構有沒有計劃連接 **互聯網** ?
Is your firm planning to have Internet connection?

1 有 → 預計在 _____ / _____ (月份 / 年份) (請跳至 C6)
Yes, in _____ (mm/yyyy) (Please go to C6)

2 沒有 → 請提供原因(可選多項, 但請圈出最主要的一項)及跳至 C6。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to C6.

- 1 缺乏熟悉 **互聯網** 的員工
Lack of personnel familiar with Internet
- 2 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- 3 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 4 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 5 擔心使用 **互聯網** 時的資料保密事宜
Concern about security issue in using Internet
- 6 **互聯網** 並不可靠
Consider Internet not reliable
- 7 連接 **互聯網** 對業務沒有裨益
No business benefit to have Internet connection
- 8 害怕員工使用 **互聯網** 作私人用途
Fear of access to Internet by employees for personal use
- 9 其他(請註明): _____
Others (please specify): _____

C3. 貴機構通常使用互聯網作何種用途？(可選多項，但請圈出最主要的一項)
 What does your firm usually use Internet for? (May select more than one but please encircle the major one)

- 1 **電子郵件**
Electronic-mail (e-mail)
- 2 網上資料搜集
On-line source of information
- 3 網上購買 / 預訂貨品、服務或資料
On-line purchase/ordering of goods, services or information
- 4 網上獲取貨品、服務或資料
On-line receipt of goods, services or information
- 5 網上售賣貨品、服務或資料
On-line sales of goods, services or information
- 6 網上遞送貨品、服務或資料
On-line delivery of goods, services or information
- 7 網上付款
On-line payments
- 8 使用政府網上服務
Access to on-line government services
- 9 網上向供應商 / 商業伙伴提出查詢
Make on-line enquiry to suppliers/business partners
- 10 網上向顧客 / 購買商 / 商業伙伴提供資料 / 意見
On-line provision of information/feedback to customers/buyers/business partners
- 11 下載軟件
Software downloads
- 12 電子銀行服務(例如轉帳)
Electronic banking services (e.g. transferring money)
- 13 金融交易服務(例如買賣股票)
Financial transaction services (e.g. stock trading)
- 14 其他(請註明): _____

C4. 貴機構是如何連接互聯網的？(可選多項)
 How is your firm connected to the Internet? (May select more than one)

- 1 **撥號式調解器** (透過電話線)
Dial-up Modem (through telephone line)
- 2 **寬頻**
Broadband
- 3 **專用線路**
Dedicated circuits
- 4 經公眾蜂窩式電話網絡連接
Connection via the public cellular telephone network
- 5 經 **Wi-Fi (無線相容性認證)** 連接
Connection via **Wi-Fi (Wireless Fidelity)**

C5. 貴機構的僱員有多少百分比在工作中有使用互聯網？
 (請進位至整數)：

What is the proportion of your firm's employees using Internet at work?
 (Please round to whole number):

%

C6. 貴機構有沒有設立以下網絡？
 Has your firm set up the following networks?

- | | 有
Yes | 沒有
No |
|--|----------------------------|----------------------------|
| (i) 局部區域網絡
Local Area Network (LAN) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (ii) 內聯網
Intranet | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (iii) 外聯網
Extranet | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

C7. 貴機構是否擁有無論是香港或香港以外核證機關發出的**數碼證書**?
Does your firm have **digital certificate(s)**, irrespective of whether it is/they are issued by Certification Authorities in Hong Kong or outside?

有 → 自從 (年份)
Yes, since (year)

請按以下類別，註明貴機構所擁有數碼證書的數量：
Number of digital certificates by type:

- | (i) 由本港核證機關發出
Issued by Certification Authorities in Hong Kong | 數量
Number |
|--|--------------|
| (a) 根據電子交易條例獲認可的核證機構
Recognised Certification Authorities under the Electronic Transactions Ordinance | |
| (b) 其他本港核證機構 (請註明)
Other Certification Authorities in Hong Kong (please specify) | |
| <hr/> | |
| (ii) 由香港以外核證機關發出
Issued by Certification Authorities outside Hong Kong | |

沒有 → 貴機構有沒有計劃申請數碼證書?
No. Does your firm plan to acquire digital certificate(s)?

有 → 預計在 (月份 / 年份) (請跳至 D1)
Yes, in (mm/yyyy) (Please go to D1)

沒有 (請跳至 C9)
No (Please go to C9)

C8. 在過去 12 個月內，貴機構曾否使用數碼證書?
Has your firm used digital certificate(s) in the past 12 months?

有 → 請提供貴機構在哪方面使用數碼證書(可選多項)及跳至 D1。
Yes. Please provide the usage of the digital certificate by your firm (may select more than one) and go to D1.

- 對外與顧客進行交易 / 交換資料
Business transaction/exchange of information with customers
- 對外與其他貿易伙伴進行交易 / 交換資料
Business transaction/exchange of information with other business partners
- 對外與政府及有關機構進行交易 / 交換資料
Business transaction/exchange of information with Government and related organisations
- 內部運作
In-house operation
- 其他(請註明): _____
Others (please specify):

沒有
No

C9. 請提供貴機構沒有使用 / 沒有計劃申請數碼證書的原因。(可選多項，但請圈出最主要的一項)
Please give reason(s) for not having used/not having planned to apply for digital certificate(s).
(May select more than one but please encircle the major one)

- 1 甚少透過電子途徑進行商業交易
Little use of electronic means in business transactions
- 2 沒有使用數碼證書加強保安的需要
No need to enhance security by using digital certificate
- 3 沒有提供數碼簽署的需要
No need to provide digital signature
- 4 只有少數政府服務或商業應用會要求使用數碼證書
Limited Government/business applications/services requiring use of digital certificate
- 5 安裝程序繁複及不易使用
Installation procedures cumbersome and not user-friendly
- 6 申請程序繁瑣
Application procedures complicated
- 7 數碼證書的技術保安不足
Digital certificate technology not secure
- 8 不知道數碼證書的存在或對此沒有認識
Do not know existence of digital certificate or do not have knowledge about it
- 9 數碼證書費用昂貴
Digital certificate too costly
- 10 其他(請註明):
Others (please specify): _____

IV. 網站的應用 WEB SITE USAGE

D1. 貴機構有沒有設立 **網頁**或**網站**，包括掛在其他機構(例如香港貿易發展局、香港生產力促進局、互聯網服務供應商等)提供的網站？

Does your firm have a **Web page** or **Web site**, including those hosted by third parties (e.g. Hong Kong Trade Development Council, Hong Kong Productivity Council, Internet service providers, etc)?

- 1 有 → 網址 _____ (請跳至 D3)
Yes, Website address http://www. (Please go to D3)
- 2 沒有
No

D2. 貴機構有沒有計劃設立網頁或網站？
Does your firm plan to have a Web page or Web site?

- 1 有 → 預計在 _____ (月份 / 年份) (請跳至 E1)
Yes, in _____ (mm/yyyy) (Please go to E1)
- 2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E1。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E1.
 - 1 缺乏熟悉保養 / 發展網頁或網站的員工
Lack of personnel familiar with maintaining/developing a Web page or Web site
 - 2 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
 - 3 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - 4 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - 5 擔心擁有網頁或網站時的資料保密事宜
Concern about security issue in having a Web page or Web site
 - 6 擁有網頁或網站對業務沒有裨益
No business benefit to have a Web page or Web site
 - 7 其他(請註明):
Others (please specify): _____

D3. 貴機構是否擁有自己的**網絡伺服器**?
Does your firm have your own **Web server**?

- 1 有
Yes
- 2 沒有
No

D4. 貴機構的網頁或網站有沒有連接到機構內的資料庫?
Does your firm's Web page or Web site have connection with the related in-firm database?

- 1 有
Yes
- 2 沒有 → 貴機構有沒有計劃將網頁或網站連接到機構內的資料庫?
No. Is your firm planning to connect the firm's Web page or Web site with the related in-firm database?

1 有 → 預計在 _____ / _____ (月份 / 年份)
Yes, in (mm/yyyy)

2 沒有
No

D5. 貴機構的網頁或網站有沒有連接到商業伙伴的電腦系統作商業交易或交換資料?
Does your firm's Web page or Web site have connection with business partners' computer systems to conduct business transactions or information exchange?

- 1 有
Yes
- 2 沒有 → 貴機構有沒有計劃將網頁或網站連接到商業伙伴的電腦系統作商業交易或交換資料?
No. Is your firm planning to connect the firm's Web page or Web site with business partners' computer systems to conduct business transactions or information exchange?

1 有 → 預計在 _____ / _____ (月份 / 年份)
Yes, in (mm/yyyy)

2 沒有
No

D6. 貴機構的網頁或網站可提供的商業交易 / 服務是 : (可選多項, 但請圈出最主要的一項)
Type(s) of business transactions/services offered by the Web page or Web site of your firm is/are:
(May select more than one but please encircle the major one)

- 1 提供機構和其產品及服務的資料(對象包括顧客及員工)
Providing information on the firm and products and services offered (both for use by customers and staff)
- 2 網上訂購機構的產品及服務
On-line ordering of the firm's products and services
- 3 網上付款
On-line payments
- 4 網上遞送產品及服務
On-line delivery of the firm's products and services
- 5 網上售後服務
On-line after sales services
- 6 網上收集顧客的意見
On-line collection of feedback from customers
- 7 網上處理商業查詢(例如提供報價)
On-line handling of business enquiry (e.g. provision of quotation)
- 8 其他(請註明): _____
Others (please specify): _____

V. 電子商業/電子貿易
ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

1. 透過電子途徑預訂或購買貨品、服務或資料
Ordering or Purchases of Goods, Services or Information through Electronic Means

E1. 在過去 12 個月內，貴機構有沒有透過 **電子途徑** 預訂或購買貨品、服務或資料？
Has your firm ordered or purchased goods, services or information through **electronic means** in the past 12 months?

1 有
Yes

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E6。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E6.

1 缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工
Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means

2 業內並不普遍
Not popular in the industry

3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment

4 軟件的購置及發展成本高昂
Costly in procuring and developing software

5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel

6 擔心透過電子途徑預訂或購買貨品、服務或資料時的資料保密事宜
Concern about security issue in ordering or purchasing goods, services or information through electronic means

7 透過電子途徑預訂或購買貨品、服務或資料並不可靠
Consider ordering or purchasing goods, services or information through electronic means not reliable

8 透過電子途徑預訂或購買貨品、服務或資料對業務沒有裨益
No business benefit to order or purchase goods, services or information through electronic means

9 所需的貨品、服務或資料沒有在網上銷售
Goods, services or information required not available for sale through electronic means

10 其他(請註明):
Others (please specify): _____

E2. 貴機構透過電子途徑預訂或購買貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for ordering or purchasing goods, services or information through electronic means is/are:
(May select more than one but please encircle the major one)

1 更加方便
More convenient

2 價格 / 成本更低
Lower price/cost

3 更多選擇
More choices

4 節省時間
Less processing time

5 其他(請註明):
Others (please specify): _____

E3. 貴機構曾透過電子途徑預訂或購買貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)

Type(s) of goods, services or information ordered or purchased through electronic means is/are:
(May select more than one but please encircle the major one)

- 1 預訂或補購存貨
Order or purchase for replenishment of inventory
- 2 預訂、購買或申請政府的貨品、服務或資料
Order, purchase of or application for government goods, service or information
- 3 預訂、購買旅遊服務
Order or purchase of travel service
- 4 預訂、購買金融工具(例如股票)
Order or purchase of financial instruments (e.g. stock)
- 5 預訂或購買其他貨品、服務或資料 (請註明)
Order or purchase of other goods, services or information (please specify)

E4. (a) 貴機構在 2004 年購買的貨品、服務或資料總值中，透過各類電子途徑購買的項目佔總購買開支的百分比是：

Percentage of **value of goods, services or information purchased** through electronic means to the total value of purchase by your firm in 2004 is:

- 1 < 1%
- 2 1-5%
- 3 6-10%
- 4 11-15%
- 5 > 15% (請註明)
(please specify)

(b) 在透過電子途徑購買的貨品、服務或資料總值中，各類電子途徑所佔的百分比分別是：(若曾使用有關電子途徑類別購買，但其所佔的百分比少於一，請以 "*" 號表示)

Percentage breakdowns of value of goods, services or information purchased through electronic means by type of electronic means are: (if the type of electronic means concerned has been used for purchasing but its percentage is <1, please mark an "*")

- (i) 經個人電腦連接互聯網
Internet via PCs |_|_|_|%
 - (ii) 經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants) |_|_|_|%
 - (iii) 專用私人網絡
Designated private network |_|_|_|%
 - (iv) 透過電話網絡的交互式語音應答系統
Interactive Voice Response System through telephone network |_|_|_|%
 - (v) 其他透過流動電訊網絡的交互式應答系統 (例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network |_|_|_|%
 - (vi) 其他(請註明): _____ |_|_|_|%
- 總計
Total **1 0 0**%

E5. 貴機構在 2004 年透過互聯網購買的項目總開支中，經由網上付款所佔的百分比是：
Percentage of **payment through Internet** in the total value of purchase through Internet of your firm in 2004 is:

- 1 0 %
- 2 < 1 %
- 3 1-5 %
- 4 6-10 %
- 5 11-15 %
- 6 > 15 % (請註明)
(please specify)

2. **透過電子途徑獲取貨品、服務或資料**

Receipt of Goods, Services or Information through Electronic Means

(a) **政府貨品、服務或資料**

Government Goods, Services or Information

E6. 在過去 12 個月內，貴機構曾否透過電子途徑獲取政府貨品、服務或資料？

Has your firm obtained government goods, services or information through electronic means in the past 12 months?

1 有 (a) 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Yes. Through what electronic means?(May select more than one but please encircle the major one)

- 1 經個人電腦連接互聯網
Internet via PCs
- 2 經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
- 3 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- 4 專用私人網絡
Designated private network
- 5 設置於政府辦公室的終端機
Terminals at government offices
- 6 其他(請註明):
Others (please specify): _____

(b) 透過哪種電子平台？(可選多項，但請圈出最主要的一項)
Through what electronic platform?(May select more than one but please encircle the major one)

- 1 **公共服務電子化計劃**(www.esd.gov.hk) / **生活易**(www.esdlife.com)
Electronic Service Delivery Scheme (ESD) (www.esd.gov.hk) /
ESDlife (www.esdlife.com)
- 2 其他政府網站
Other government websites
- 3 其他(請註明):
Others (please specify): _____

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E8。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E8.

- 1 缺乏熟悉透過電子途徑獲取政府貨品、服務或資料的員工
Lack of personnel familiar with receiving government goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 6 擔心透過電子途徑獲取政府貨品、服務或資料時的資料保密事宜
Concern about security issue in receiving government goods, services or information through electronic means
- 7 透過電子途徑獲取政府貨品、服務或資料並不可靠
Consider receiving government goods, services or information through electronic means not reliable
- 8 透過電子途徑獲取政府貨品、服務或資料對業務沒有裨益
No business benefit to receive government goods, services or information through electronic means
- 9 所需的政府貨品、服務或資料沒有以電子途徑遞送
Government goods, services or information required not delivered through electronic means
- 10 不方便用戶使用
Not user-friendly
- 11 不清楚何種政府貨品、服務或資料可透過電子途徑獲取
Do not know what government goods, services or information are available through electronic means
- 12 擔心員工代公司處理網上付款事宜
Concern about employees handling online payment for the firm
- 13 其他(請註明):
Others (please specify): _____

E7. 貴機構透過電子途徑獲取政府貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
Type(s) of government goods, services or information received through electronic means is/are:
(May select more than one but please encircle the major one)

- 1 獲取數碼形式的產品及服務
Receipt of products and services in digital form
- 2 獲取、瀏覽或尋找其他資料
Receipt of, browsing or searching for other information
- 3 遞交與貿易有關的文件(如報關表)
Submission of trade-related documents (e.g. trade declarations)
- 4 遞交其他表格或文件
Submission of other forms or documents etc.
- 5 提出查詢
Submission of enquiry
- 6 電子付款服務
e-payment services
- 7 其他(請註明)：
Others (please specify): _____

(b) 其他貨品、服務或資料

Other Goods, Services or Information

E8. 在過去 12 個月內，貴機構有沒有透過電子途徑獲取貨品、服務或資料(除政府提供以外)？
Has your firm received goods, services or information (other than from the government) through electronic means in the past 12 months?

- 1 有 → 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Yes. Through what electronic means?(May select more than one but please encircle the major one)
 - 1 經個人電腦連接互聯網
Internet via PCs
 - 2 經流動裝置(如支援熱線應用協定的流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
 - 3 專用私人網絡
Designated private network
 - 4 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
 - 5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
 - 6 其他(請註明)：
Others (please specify): _____
- 2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E10。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E10.
 - 1 缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工
Lack of personnel familiar with receiving goods, services or information through electronic means
 - 2 業內並不普遍
Not popular in the industry
 - 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
 - 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - 6 擔心透過電子途徑獲取貨品、服務或資料時的資料保密事宜
Concern about security issue in receiving goods, services or information through electronic means
 - 7 透過電子途徑獲取貨品、服務或資料並不可靠
Consider receiving goods, services or information through electronic means not reliable
 - 8 透過電子途徑獲取貨品、服務或資料對業務沒有裨益
No business benefit to receive goods, services or information through electronic means
 - 9 所需的貨品、服務或資料不能透過電子途徑送遞
Goods, services or information required cannot be delivered through electronic means
 - 10 擔心員工代公司處理網上付款事宜
Concern about employees handling online payment for the firm
 - 11 其他(請註明)：
Others (please specify): _____

- E9. 貴機構透過電子途徑獲取貨品、服務或資料(除政府提供的以外)的種類是：
(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information (other than from government) received through electronic means is/are: (May select more than one but please encircle the major one)

- 1 電子銀行服務(例如轉帳)
Electronic banking services (e.g. transferring money)
- 2 查詢財經資料(例如股票價格)
Search for financial information (e.g. stock price)
- 3 獲取數碼形式的產品及服務
Receipt of products and services in digital form
- 4 獲取、瀏覽或尋找其他資料
Receipt of, browsing or searching for other information
- 5 電子付款服務
e-payment services
- 6 其他(請註明):
Others (please specify): _____

3. **透過電子途徑售賣貨品、服務或資料**
Sales of Goods, Services or Information through Electronic Means

- E10. 在過去 12 個月內，貴機構有沒有透過電子途徑售賣貨品、服務或資料？
Has your firm sold your goods, services or information through electronic means in the past 12 months?

- 1 有 → 自從 _____ (年份)
Yes, since _____ (year)
- 2 沒有 → 貴機構有沒有計劃透過電子途徑售賣貨品、服務或資料？
No. Is your firm planning to sell your goods, services or information through electronic means?
- 1 有 → 預計在 _____ (月份 / 年份) (請跳至 E13)
Yes, in _____ (mm/yyyy) (Please go to E13)
- 2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E13。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E13.
- 1 缺乏熟悉透過電子途徑售賣貨品、服務或資料的員工
Lack of personnel familiar with selling goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 6 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
- 7 擔心透過電子途徑售賣貨品、服務或資料時的資料保密事宜
Concern about security issue in selling goods, services or information through electronic means
- 8 透過電子途徑售賣貨品、服務或資料並不可靠
Consider selling goods, services or information through electronic means not reliable
- 9 透過電子途徑售賣貨品、服務或資料對業務沒有裨益
No business benefit to sell goods, services or information through electronic means at this time
- 10 大部分顧客仍未有準備使用電子商貿
Most customers not ready to use electronic commerce
- 11 有關的貨品、服務或資料不能以電子途徑售賣
Goods, services or information could not be sold through electronic means
- 12 其他(請註明):
Others (please specify): _____

E11. 貴機構透過電子途徑售賣貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for selling your goods, services or information through electronic means is/are:
(May select more than one but please encircle the major one)

- 1 增強競爭力
To enhance competitiveness
- 2 改善生產力
To improve productivity
- 3 改善效率及流程
To improve efficiency and streamline workflow
- 4 減低成本
To reduce cost
- 5 改善對顧客的服務
To improve customer services
- 6 提高業務靈活性 / 商機
To increase business flexibility/opportunities
- 7 其他(請註明)：
Others (please specify): _____

E12. (a) 貴機構在 2004 年透過電子途徑售賣貨品、服務及資料所帶來的業務收入。 港元\$ _____
HK\$ _____
Business receipts of your firm received in 2004 through selling goods, services and information through electronic means.

(b) 透過不同電子途徑類別所帶來的業務收入所佔的百分比分別是：(佔問題 E12(a) 的總值的百分比。若曾使用有關電子途徑類別售賣，但其所佔的百分比少於一，請以 "*" 號表示)
Percentage breakdowns of business receipts by type of electronic means are: (as a percentage to the total value in question E12(a). If the type of electronic means concerned has been used for selling but its percentage is <1, please mark an "*")

- (i) 互聯網(經無線應用協定版本網站 / 網頁) _____%
Internet (via WAP version of Web site/page)
- (ii) 互聯網(經其他一般網站 / 網頁) _____%
Internet (via Web site/page other than WAP version)
- (iii) 專用私人網絡 _____%
Designated private network
- (iv) 透過電話網絡的交互式話音應答系統 _____%
Interactive Voice Response System through telephone network
- (v) 其他透過流動電訊網絡的交互式應答系統(例如短訊服務) _____%
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
- (vi) 其他(請註明)： _____%
Others (please specify): _____

總計
Total **1 0 0**%

(c) 不同顧客類別所帶來的業務收入所佔的百分比是：(佔 E12(a) 的總值的百分比)
Breakdowns of business receipts by customer group are: (as a percentage to the total value in E12(a))

- (i) 消費者 _____%
Consumers
- (ii) 政府及有關機構 _____%
Government and related organisations
- (iii) 商業及其他機構 _____%
Business and other establishments

總計
Total **1 0 0**%

- (d) 透過互聯網售賣貨品、服務及資料所帶來的業務收入中，經由**網上收款**所佔的百分比是：
Percentage of **payment received through Internet** in the receipts of goods, services or information sold through Internet is:

- 1 0 %
 2 < 1 %
 3 1-5 %
 4 6-10 %
 5 11-15 %
 6 > 15 % (請註明)
 (please specify) _____

E13. 貴機構在 2004 年的業務總收入。 港元\$
 Total business receipts of your firm in 2004. HK\$ _____

E14. 與 2003 年比較，貴機構在 2004 年的業務總收入的變動百分率為：
 (請圈出適當的 +/- 符號) +/- _____ %
 Percentage change of total business receipts of your firm in 2004 compared with 2003 is: (Please encircle +/- sign as appropriate)

4. **透過電子途徑遞送貨品、服務或資料**
Delivery of Goods, Services or Information through Electronic Means

E15. 在過去 12 個月內，貴機構有沒有透過電子途徑遞送貨品、服務或資料？
 Has your firm delivered your goods, services or information through electronic means in the past 12 months?

- 1 有 → 自從 _____ (年份)
 Yes, since _____ (year)
- 2 沒有 → 貴機構有沒有計劃透過電子途徑遞送貨品、服務或資料？
 No. Is your firm planning to deliver your goods, services or information through electronic means?
- 1 有 → 預計在 _____ (月份 / 年份) (請跳至 F1)
 Yes, in _____ (mm/yyyy) (Please go to F1)
- 2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 F1。
 No. Please give reason(s) (may select more than one but please encircle the major one) and go to F1.
- 1 缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工
 Lack of personnel familiar with delivering goods, services or information through electronic means
 - 2 業內並不普遍
 Not popular in the industry
 - 3 電腦設備的購置及保養成本高昂
 Costly in procuring and maintaining the computer equipment
 - 4 軟件的購置及發展成本高昂
 Costly in procuring and developing software
 - 5 聘用資訊科技人員的成本高昂
 Costly in employing IT personnel
 - 6 在發展電腦應用系統方面缺乏資訊科技人才
 Lack of IT personnel to develop computer application systems
 - 7 擔心透過電子途徑遞送貨品、服務或資料時的資料保密事宜
 Concern about security issue in delivering goods, services or information through electronic means
 - 8 透過電子途徑遞送貨品、服務或資料並不可靠
 Consider delivering goods, services or information through electronic means not reliable
 - 9 透過電子途徑遞送貨品、服務或資料對業務沒有裨益
 No business benefit to deliver goods, services or information through electronic means at this time
 - 10 有關的貨品、服務或資料不能以電子途徑遞送
 Goods, services or information could not be delivered through electronic means
 - 11 其他(請註明): _____
 Others (please specify): _____

E16. 貴機構透過電子途徑遞送貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for delivering your goods, services or information through electronic means is/are:
(May select more than one but please encircle the major one)

- 1 增強競爭力
To enhance competitiveness
- 2 改善生產力
To improve productivity
- 3 改善效率及流程
To improve efficiency and streamline workflow
- 4 減低成本
To reduce cost
- 5 改善對顧客的服務
To improve customer services
- 6 提高業務靈活性 / 商機
To increase business flexibility/opportunities
- 7 其他(請註明)：
Others (please specify): _____

E17. 貴機構透過電子途徑遞送貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information delivered through electronic means is/are:
(May select more than one but please encircle the major one)

- 1 遞送數碼形式的產品及服務
Delivery of products and services in digital form
- 2 在網站提供機構 / 產品資料
Provision of information on the firm/product on the Web site
- 3 遞送金融資料(例如股票價格)
Delivery of financial information (e.g. stock price)
- 4 遞送其他資料
Delivery of other information
- 5 電子付款服務
e-payment services
- 6 其他(請註明)：
Others (please specify): _____

E18. 貴機構透過電子途徑遞送貨品、服務或資料的媒介是：(可選多項)
The media for delivering your goods, services or information through electronic means is/are:
(May select more than one)

- 1 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page)
- 2 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version)
- 3 專用私人網絡
Designated private network
- 4 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- 5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
- 6 其他(請註明)：
Others (please specify): _____

VI. 資訊科技項目的財政預算
BUDGET FOR INFORMATION TECHNOLOGY

- F1. 貴機構有沒有為下列項目訂下 2005 年的財政預算？
Does your firm have a budget for year 2005 for the following purposes?
- | | 有
Yes | 沒有
No | 不肯定
Uncertain |
|---|----------|----------|------------------|
| (a) 為從事有關資訊科技 研究及發展 的活動
For performing research and development activities related to IT | 1 | 2 | 3 |
| (b) 為增購資訊科技設備及軟件
For procuring additional IT equipment and software | 1 | 2 | 3 |
| (c) 為增聘資訊科技員工
For employing additional IT personnel | 1 | 2 | 3 |
| (d) 為採用資訊科技應用服務或將有關服務外判
For using IT application services or by outsourcing | 1 | 2 | 3 |
| (e) 為資訊科技培訓
For IT training | 1 | 2 | 3 |
| (f) 為資訊科技保安用途
For IT security purposes | 1 | 2 | 3 |
| (g) 為設立 / 接達數據通訊網絡(例如寬頻)
For setting up/access to data communication network
(e.g. broad-band) | 1 | 2 | 3 |
| (h) 為 無線及流動服務和技術
For wireless and mobile services and technology | 1 | 2 | 3 |
- F2. 貴機構為下列項目所訂下的 2005 年財政預算，與 2004 年比較，會增加、減少或不變呢？
Has the budget for year 2005 for the following purposes been increased, decreased or the same compared with that for 2004?
- | | 增加
Increased | 減少
Decreased | 不變
Same | 不肯定
Uncertain | 不適用
Not
Applicable |
|---|-----------------|-----------------|------------|------------------|--------------------------|
| (a) 為從事有關資訊科技研究及發展的活動
For performing research and development activities related to IT | 1 | 2 | 3 | 4 | 5 |
| (b) 為增購資訊科技設備及軟件
For procuring additional IT equipment and software | 1 | 2 | 3 | 4 | 5 |
| (c) 為增聘資訊科技員工
For employing additional IT personnel | 1 | 2 | 3 | 4 | 5 |
| (d) 為採用資訊科技應用服務或將有關服務外判
For using IT application services or by outsourcing | 1 | 2 | 3 | 4 | 5 |
| (e) 為資訊科技培訓
For IT training | 1 | 2 | 3 | 4 | 5 |
| (f) 為資訊科技保安用途
For IT security purposes | 1 | 2 | 3 | 4 | 5 |
| (g) 為設立 / 接達數據通訊網絡(例如寬頻)
For setting up/access to data communication network (e.g. broad-band) | 1 | 2 | 3 | 4 | 5 |
| (h) 為無線及流動服務和技術
For wireless and mobile services and technology | 1 | 2 | 3 | 4 | 5 |

F3. 貴機構有沒有為下列項目訂下 2006 的財政預算？ Does your firm have a budget for year 2006 for the following purposes?	有 Yes	沒有 No	不肯定 Uncertain
(a) 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	1	2	3
(b) 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	1	2	3
(c) 為增聘資訊科技員工 For employing additional IT personnel	1	2	3
(d) 為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	1	2	3
(e) 為資訊科技培訓 For IT training	1	2	3
(f) 為資訊科技保安用途 For IT security purposes	1	2	3
(g) 為設立 / 接達數據通訊網絡(例如寬頻) For setting up/access to data communication network (e.g. broad-band)	1	2	3
(h) 為無線及流動服務和技術 For wireless and mobile services and technology	1	2	3

F4. 貴機構為下列項目所訂下的 2006 年財政預算，與 2005 年比較，會增加、減少或不變呢？
Has the budget for year 2006 for the following purposes been increased, decreased or the same compared with that for 2005?

	增加 Increased	減少 Decreased	不變 Same	不肯定 Uncertain	不適用 Not Applicable
(a) 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	1	2	3	4	5
(b) 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	1	2	3	4	5
(c) 為增聘資訊科技員工 For employing additional IT personnel	1	2	3	4	5
(d) 為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	1	2	3	4	5
(e) 為資訊科技培訓 For IT training	1	2	3	4	5
(f) 為資訊科技保安用途 For IT security purposes	1	2	3	4	5
(g) 為設立 / 接達數據通訊網絡(例如寬頻) For setting up/access to data communication network (e.g. broad-band)	1	2	3	4	5
(h) 為無線及流動服務和技術 For wireless and mobile services and technology	1	2	3	4	5

VII. 資訊科技保安
INFORMATION TECHNOLOGY SECURITY

G1. 在過去 12 個月內，貴機構的電腦曾否受到入侵 / 襲擊？
Has your firm suffered from computer attacks in the past 12 months?

- 1 有
Yes
- 2 沒有 (請跳至 G4)
No, (Please go to G4)

G2. 貴機構的電腦受到何種襲擊：(可選多項)
Type(s) of computer attacks suffered is/are: (May select more than one)

	受襲次數 Number of incidents
<input type="checkbox"/> 1 電腦病毒* Virus *	_ _
<input type="checkbox"/> 2 黑客 Hacking	_ _
<input type="checkbox"/> 3 阻斷服務 Denial of service	_ _
<input type="checkbox"/> 4 資料被竊 Theft of information	_ _
<input type="checkbox"/> 5 其他(請註明): Others (please specify): _____	_ _

G3. 貴機構在電腦受襲後，採取了何種行動：(可選多項)
Action(s) taken after suffered from computer attacks is/are : (May select more than one)

- 1 修補漏洞
Patched holes
- 2 向管理層匯報
Report to senior management
- 3 向警方報案
Report to police
- 4 向香港電腦保安事故協調中心匯報
Report to Hong Kong Computer Emergency Response Team Coordination Centre
- 5 使用更多保安技術
Use more security technologies
- 6 其他(請註明):
Others (please specify): _____
- 7 沒有特別行動
No specific action

* 於病毒擴散期間受同一種電腦病毒入侵，不論受影響的電腦數目多少，均算作一次受襲。

* For attacks of the same virus during the spreading period, it is counted as one incident irrespective of the number of computers being infected.

G4. 貴機構有沒有採用以下保安技術來保護貴機構的電腦系統及資料？(可選多項)
Has your firm adopted the following security technology(ies) to protect the computer system and information of your firm? (May select more than one)

- 1 防毒軟件
Anti-virus software
- 2 密碼 / 個人辨認密碼
Password/Personal Identity Number (PIN)
- 3 實體保安
Physical security
- 4 **防火牆**
Firewall
- 5 **檔案加密**
File encryption
- 6 接達管制
Access control
- 7 入侵偵測系統
Intrusion detection system
- 8 數碼證書
Digital certificate
- 9 其他(請註明): _____
- 10 沒有任何上述保安技術 → 請提供原因(可選多項)及跳至 G6。
None of the above. Please give reason(s) (may select more than one) and go to G6.
 - 1 財政限制
Budget constraint
 - 2 缺乏有關範疇的知識
Lack of expertise in the field
 - 3 沒有需要 / 不預期有保安問題
Don't see the need/don't foresee any security problem
 - 4 資訊保安的優先次序較低
Information security is considered a low priority
 - 5 其他(請註明): _____

G5. 貴機構在處理保安問題上遇到哪些限制？(可選多項，但請圈出最主要的一項)
What is/are the obstacles to addressing security concerns in your firm?
(May select more than one but please encircle the major one)

- 1 財政限制
Budget constraint
- 2 員工缺乏資訊保安的意識
Lack of employee awareness
- 3 缺乏管理層的支持
Lack of management support
- 4 缺乏有關範疇的知識
Lack of expertise in the field
- 5 有關產品的技術複雜
Technical/complexity of products
- 6 缺乏有關資訊科技保安的策略及指引
Lack of policy and guideline on IT security
- 7 其他(請註明): _____
- 8 沒有限制
No obstacles

G6. 如貴機構有透過電子途徑售賣貨品、服務或資料，貴機構如何核實客戶身分及 / 或為客戶提供保密接達服務？(可選多項)

If your firm sells goods, services or information through electronic means, how do you provide authentication and/or provide secure access for your clients? (May select more than one)

- 1 保密插口層
Secure Sockets Layer (SSL)
- 2 保密電子交易
Secure Electronic Transaction (SET)
- 3 個人數碼證書
Personal digital certificate
- 4 伺服器數碼證書
Server digital certificate
- 5 用戶名稱
User name
- 6 密碼 / 個人辨認密碼
Password/Personal Identity Number
- 7 其他(請註明):
Others (please specify): _____
- 8 沒有核實客戶身分或為客戶提供保密接達服務
No provision for authentication/secure access for clients
- 9 不適用，因公司沒有透過電子途徑售賣貨品、服務或資料。
Not applicable, because the firm does not sell goods, services or information through electronic means.

G7. 如貴機構有內部通訊系統，貴機構如何核實僱員身分？(可選多項)

If your firm has internal communication system, how do you authenticate your employees?
(May select more than one)

- 1 個人數碼證書
Personal digital certificate
- 2 用戶名稱
User name
- 3 密碼 / 個人辨認密碼
Password/Personal Identity Number
- 4 其他(請註明):
Others (please specify): _____
- 5 沒有核實僱員身分
No authentication for employees
- 6 不適用，因公司沒有設立內部通訊系統。
Not applicable, because the firm does not have internal communication system.

VIII. 無線及流動服務和技術

WIRELESS AND MOBILE SERVICES AND TECHNOLOGY

- | H1. 貴機構有沒有應用以下無線及流動裝置？
Does your firm use any of the following wireless and mobile devices? | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| (a) 連接無線數據通訊網絡的流動電話
Mobile phone connected to a wireless data communication network | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) 連接無線數據通訊網絡的個人數碼助理
Personal Digital Assistant connected to a wireless data communication network | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) 連接無線數據通訊網絡的便攜式電腦 / 筆記簿型電腦
Laptop or notebook computer connected to a wireless data communication network | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) 連接無線數據通訊網絡的桌面電腦
Desktop computer connected to a wireless data communication network | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) 無線區域網絡接達點(包括無線熱點)
Wireless LAN access point (including <i>hotspot</i>) | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) 射頻識別技術裝置
<i>Radio Frequency Identification (RFID)</i> device | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) 非接觸式智能卡閱讀器
<i>Contactless smart card</i> reader | <input type="checkbox"/> | <input type="checkbox"/> |
| (h) 其他(請註明):
Others (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

- H2. 貴機構有沒有應用以下無線及流動傳送技術？
Does your firm use any of the following wireless and mobile transmission technology?
- | | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| (a) 通用分組無線電服務
<i>General Packet Radio Service (GPRS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) 全球演進式數據速率增強技術
<i>Enhanced Data rates for Global Evolution (EDGE)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) 第三代無線通訊系統
<i>Third Generation Wireless System (3G)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) 無線應用協定
Wireless Application Protocol | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) 無線區域網絡
Wireless LAN | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) 藍芽技術
<i>Bluetooth</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) 射頻識別技術
Radio Frequency Identification (RFID) | <input type="checkbox"/> | <input type="checkbox"/> |
| (h) 流動保安解決方案 (例如流動數碼證書)
<i>Mobile security solution</i> (e.g. mobile digital certificate) | <input type="checkbox"/> | <input type="checkbox"/> |
| (i) 其他(請註明):
Others (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |
- H3. 貴機構有沒有應用以下無線及流動服務？
Does your firm use any of the following wireless and mobile services?
- | | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| (a) 短訊服務
<i>Short Message Service (SMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) 增強型短訊服務
<i>Enhanced Messaging Service (EMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) 多媒體短訊服務
<i>Multimedia Messaging Service (MMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) 基於位置的服務
<i>Location Based Service (LBS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) 全球定位系統
<i>Global Positioning Service (GPS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) 無線電郵
Wireless e-mail | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) 無線上網
Wireless web surfing | <input type="checkbox"/> | <input type="checkbox"/> |
| (h) 資訊娛樂服務
Infotainment service | <input type="checkbox"/> | <input type="checkbox"/> |
| (i) 視像通訊
Video call | <input type="checkbox"/> | <input type="checkbox"/> |
| (j) 其他(請註明):
Others (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

H4. 貴機構有沒有應用以下 無線及流動應用系統 ?	有	沒有
Does your firm use any of the following wireless and mobile applications ?	Yes	No
(a) 地理資訊系統 Geographic Information System (GIS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 短訊廣播及警報(短訊服務、多媒體短訊服務等) Message broadcast and alert (SMS, MMS, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 無線應用協定的網站 WAP site	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 工作管理 Job management	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 車隊管理 Fleet management	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 外勤考查及文件傳送 Outdoor site survey and documentation	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 存貨控制 Inventory control	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc)	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 流動銷售點 Mobile Point-Of-Sales	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 與業務伙伴(包括政府)進行交易 Transaction with business partners (including the government)	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 視訊串流 Video streaming	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 其他(請註明): Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

H5. 不論貴機構有沒有應用無線及流動服務及技術，請評估阻礙貴機構在應用這些服務及技術的限制？(可選多項，但請圈出最主要的一項)
What is/are the obstacles for using wireless and mobile services and technology irrespective of whether your firm had used such services and technology?
(May select more than one but please encircle the major one)

<input type="checkbox"/> 1	缺乏熟悉無線及流動服務及技術的員工 Lack of personnel familiar with wireless and mobile services and technology
<input type="checkbox"/> 2	業內並不普遍 Not popular in the industry
<input type="checkbox"/> 3	投資成本高昂 High investment cost
<input type="checkbox"/> 4	運作費用高昂 High operating cost
<input type="checkbox"/> 5	回報率沒有保證 Uncertain Return-On-Investment
<input type="checkbox"/> 6	對業務沒有裨益 No business benefit
<input type="checkbox"/> 7	不清楚市場有何種無線及流動服務及技術 Unfamiliar with the wireless and mobile services and technology available in the market
<input type="checkbox"/> 8	擔心資料保密及可靠性事宜 Concern about security and reliability issues
<input type="checkbox"/> 9	市場沒有合適的無線及流動服務及技術 No suitable wireless and mobile services and technology in the market
<input type="checkbox"/> 10	無線及流動裝置的功能不足 Inadequate functionality of the wireless and mobile devices
<input type="checkbox"/> 11	使用不方便 Inconvenient to use
<input type="checkbox"/> 12	大部分顧客仍未有準備使用無線及流動服務及技術 Most customers not ready to use wireless and mobile services and technology
<input type="checkbox"/> 13	網絡覆蓋不足 Insufficient network coverage
<input type="checkbox"/> 14	其他(請註明): Others (please specify): _____

IX. 問卷填報人資料
PARTICULARS OF PERSON COMPLETING THIS QUESTIONNAIRE

倘對本問卷有疑問，可向下述人士查詢：

Person to be consulted if questions arise about this questionnaire:

聯絡人(博士/先生/女士) Contact person (Dr./Mr./Ms.)	_____	職位 Position	_____
聯絡電話號碼 Contact telephone number	_____	傳真號碼 Fax number	_____
電郵地址 e-mail address	_____		

此欄不用填寫
FOR OFFICIAL USE

(a) FIELD OFFICER			
	Initial (Code)	Date	Action taken
Visits			
Collection			
Verification			
(b) OFFICE EDITOR			
	Initial (Code)	Date	Remarks
Coding			
Verification			
Detailed edit			

2005 年資訊科技在工商業的使用情況和普及程度按年統計調查
ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2005

註釋	Explanatory Notes
I. 一般資料	I. GENERAL INFORMATION
問題A2	Question A2
就業人數	Persons engaged
就業人數包括在職東主、在職合夥人、無酬家屬幫工及所有在一間機構一天工作不少於一小時的僱員。	Persons engaged includes working proprietors, active partners, unpaid family workers and all employees of a firm who worked at least for one hour a day in the firm.
II. 個人電腦的應用	II. PERSONAL COMPUTER USAGE
問題B1	Question B1
個人電腦	Personal computer
個人電腦是指為個人使用而設的電腦，包括桌面電腦，便攜式電腦 / 筆記簿型電腦和個人數碼助理。不包括伺服器及用於主機或小型電腦的工作站和終端機。把個人電腦接駁一起可組成區域網絡或廣域網絡系統。	Personal computer refers to a computer designed for individual use. Personal computer includes desktop computer, laptop/notebook computer and Personal Digital Assistant. Servers, workstations and terminals of mainframe or minicomputer are not included. Personal computers may be connected to form a Local Area Network (LAN), or Wide Area Network (WAN) system.
問題B3	Question B3
個人數碼助理	Personal Digital Assistant (PDA)
個人數碼助理是指體積細小的袋裝掌上電腦，可提供計算及資料存取功能作個人或商業用途，亦可用作流動電話、傳真發送機或個人行事曆。但電子記事簿和電子詞典則不應界定為個人數碼助理。	Personal Digital Assistant (PDA) refers to a handheld computer small enough to fit inside a jacket pocket, providing computing and information storage and retrieval capabilities for personal and business use. Besides, it may function as a mobile phone, fax sender, and personal organiser. However, digital diary and electronic dictionary alone are not regarded as PDA.
問題B4	Question B4
應用軟件	Application software
應用軟件是指一般在市面上可買到的電腦程式。	Application software refers to computer program directly purchasable in the market.
電腦保安及防毒	Computer security and anti-virus
這些是指保護電腦系統的電腦程式，以免系統因受意外或惡意行動（如電腦病毒襲擊）而有所損壞。	These are computer programs designed to protect computer systems from damages arising from accidents or malicious actions including virus attacks.
多媒體工具	Multi-media tools
這些是指可處理不只於文字的數碼資訊的電腦程式。一些較普遍的工具用作處理數碼影像（圖片及電影）及聲音資訊。	These are computer programs designed to handle digital information not restricted to text form. Some of the more common tools deal with digitised video (pictures and movies) and sound information.
實用程式	Utility
實用程式是指提供在操作系統以外的基本服務和功能的電腦程式，如硬盤管理軟件。	Utility is a computer program that provides basic services and functions on top of the capabilities provided by the operating system, e.g. harddisk management software.
電腦輔助設計	Computer-Aided Design (CAD)
電腦輔助設計是指利用電腦在產品及建築設計和繪圖過程中製作詳細幾何資料及標籤。	Computer-Aided Design (CAD) is the use of computers to create the geometric detail and labeling involved in product and architectural design and drafting.

電腦輔助製造

電腦輔助製造泛指對製造程序所提供的電腦支援。

問題B5**特製電腦系統**

特製電腦系統是指由機構本身的資訊科技人員或其他編寫軟件的公司根據該機構特定的用戶需求而設計的電腦應用系統。

III. 電腦網絡的應用**問題C1****互聯網**

互聯網是指可提供多項服務的全球性公眾電腦網絡，包括萬維網、電子郵件、新聞組及檔案傳遞等服務。

問題C3**電子郵件**

電子郵件是一種提供本地和全球性網絡用戶互換訊息（包括文字和附件）的設施。

問題C4**撥號式調解器**

這是一種以調解器（內部或對外）透過電話線或綜合服務數碼網絡而進行的通訊技術，通常須撥號以取得連線。

寬頻

寬頻是指傳送速度由每秒數百個千位元 (Kbps) 至每秒數個百萬位元 (Mbps) 的上網服務 (1個百萬位元 = 1000個千位元)，使用者可以透過它進入互聯網並使用互聯網服務。採用有線調解器、異步傳輸模式 (ATM)、以太網、非對稱數碼用戶線路 (ASDL) 和其他種類的數字式用戶線路 / 數碼用戶線路 (DSL) 都是常用的上網方式。

專用線路

這是一種以全部容量供客戶專用的非交換式連接方式。

Wi-Fi (無線相容性認證)

一個為無線裝置而制定的鑑定標準，以保證獲認可的產品可相互操作。

問題C6**局部區域網絡**

局部區域網絡是一個在有限範圍內（半徑少於 1 公里，如一座建築物或一所學校）連接個人電腦、工作站及其他設備的數據通訊網絡（通常速度為每秒 10/100 個百萬位元至每秒 1 個十億位元，而 1個十億位元 = 1000個百萬位元）。

內聯網

內聯網是一種在機構內提供與互聯網服務相同服務（如：萬維網 (WWW)、檔案傳送規約 (FTP) 及電子郵件等) 的私有網絡。它並不一定須要與互聯網連接。

Computer-Aided Manufacturing (CAM)

Computer-Aided Manufacturing (CAM) is a general term for computer support for the manufacturing process.

Question B5**Tailor-made computer system**

Tailor-made computer system refers to computer application developed by in-house IT personnel or outside software house according to specific user requirements in a firm.

III. COMPUTER NETWORK USAGE**Question C1****Internet**

Internet is the world-wide public computer network, which provides access to a wide range of services including the world wide web, e-mail, newsgroup and file transfer.

Question C3**Electronic-mail**

Electronic-mail is a facility which allows network users locally and world-wide to exchange messages, including text and attachments.

Question C4**Dial-up Modem**

Communication technology implemented through modems (internal or external) via telephone lines or Integrated Services Digital Network (ISDN), typically requires a dial up process to gain connection.

Broadband

Broadband refers Internet access service, which allows user to access the Internet and Internet related services, with transmission speed from hundreds of kbps (kilobits per second) to several Mbps (Megabits per second) (1 Mb = 1000 kb). Cable modems, ATM (asynchronous transfer mode), Ethernet, ADSL (asymmetric digital subscriber line), and other types of DSL (digital subscriber line) are technologies commonly used for provision of broadband services.

Dedicated Circuits

Unswitched connections with capacity dedicated to the users.

Wi-Fi (Wireless Fidelity)

A certification standard for wireless devices to ensure the certified products are interoperable.

Question C6**Local Area Network (LAN)**

LAN is a data communication network (usually 10/100 Mbps or 1 Gbps, and 1 Gbps = 1000 Mbps) that connects personal computers, workstations and other devices into a limited area (such as a single building or campus within 1 km radius).

Intranet

Intranet is a private network that provides services similar to Internet services, such as World Wide Web (WWW), File Transfer Protocol (FTP) and e-mail etc., within an organisation. It is not necessary connected to the Internet.

外聯網

外聯網是指一間公司的內聯網對特定的外部機構、顧客、供應商和行動工作者等網絡的延伸，使他們可以獲得該公司的內部資料和使用其應用系統。

問題C7**數碼證書**

數碼證書可用作生產數碼簽署，以核實證書持有人的身份及承認證書持有人透過電子途徑傳送的資訊。數碼證書普遍用於某些電子政府服務、電子銀行、網上股票買賣及以電子資料聯通方式透過貿易通遞交貿易文件。

根據電子交易條例，現時獲認可的核證機關為：

- 香港郵政署核證機關
- 網際威信（香港）有限公司
- 電子核證服務有限公司（註：此公司是貿易通的全資附屬公司，而現時以電子資料聯通方式透過貿易通遞交貿易文件時，貿易通採納此公司發出的一類指定的數碼證書作此用途。）

Extranet

Extranet is the extension of Intranet of one organisation to the networks of selected external organisations, customers, suppliers and mobile workers etc. in order for these parties to access the organisation's private data and applications.

Question C7**Digital certificate**

A digital certificate can be used to generate a digital signature for the purpose of authenticating the holder of the certificate and approving information communicated electronically by the holder. Digital certificates are commonly used in certain e-government services, e-banking, online stock trading and submission of trade-related documents through the Electronic Data Interchange (EDI) services of Tradelink Electronic Commerce Limited.

The recognised certification authorities currently under the Electronic Transactions Ordinance are:

- Hong Kong Post Certificate Authority
- HiTRUST.COM (HK) Incorporated Limited
- Digi-Sign Certification Services Limited (note: This is a wholly-owned subsidiary of Tradelink. Currently, a specific type of digital certificate issued by this CA is adopted by Tradelink for the purpose of submission of trade-related documents through EDI services of Tradelink.)

IV. 網站的應用**IV. WEB SITE USAGE****問題D1****網頁**

網頁是一種可在互聯網上開啟的電子文件，提供文字、圖像或多媒體形式的資訊。

Question D1**Web page**

Web page is an electronic document accessible in the Internet, which provides information in a textual, graphical or multimedia format.

網站

網站是一組以本頁為首頁的相關網頁。每一網站通常都有一個獨一無二的網上地址，以供用戶尋找所需的首網頁。

Web site

Web site is a related collection of Web pages that includes a beginning page called a home page. A Web site has an address (often unique) to facilitate the users to get their intended home page.

問題D3**網絡伺服器**

網絡伺服器是一組安裝在一個特定電腦內的電腦程式，應用戶要求提供及傳送網頁給互聯網上的用戶。該特定電腦一般亦被稱為網絡伺服器。

Question D3**Web server**

Web server is the computer program (resided in a designated computer) that provides and transmits Web pages to users in the Internet upon request. The designated computer housing the computer program is commonly called the Web server.

V. 電子商業 / 電子貿易**V. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE****問題E1-E5****透過電子途徑預訂或購買貨品、服務或資料**

機構單位如有透過電子途徑確認整個預訂或購買過程，便會視為有透過電子途徑預訂或購買貨品、服務或資料。

Questions E1-E5**Ordering or Purchases of Goods, Services or Information through Electronic Means**

An establishment is considered to have ordered or purchased goods, services or information through electronic means if the confirmation of order or purchase is completely done through electronic means.

電子途徑

電子途徑是指以電子媒介（例如互聯網及專用私人網絡等）處理及傳送數碼數據。

Electronic means

Electronic means refer to the processing and transmission of digitised data, which are transmitted through electronic media such as the Internet and designated private network.

問題E4**購買貨品、服務或資料的總值**

購買貨品、服務或資料的總值是指貴機構用於購買自用或作轉賣用途的貨品、服務或資料的總值。

專用私人網絡

專用私人網絡是某機構內或某組特定機構之間的通訊網絡。

透過電話網絡的交互式話音應答系統

透過電話線的交互式話音應答系統指經電話線或流動電訊網絡自動以話音應答客戶需求的程序系統。

其他透過流動電訊網絡的交互式應答系統(例如短訊服務)

其他透過流動電訊網絡的交互式應答系統(例如短訊服務)指經流動電訊網絡以非話音方式自動回應客戶需求的程序系統。例如在金融與銀行業廣泛應用在流動交易處理的短訊服務。

問題E5**網上付款**

是指透過互聯網完成付款交易，而無需使用語音電話，以支票／匯票郵寄付款，或親身交費。

問題E6-E9**透過電子途徑獲取貨品、服務或資料**

網上瀏覽資料亦視為透過電子途徑獲取貨品、服務或資料。至於能透過電子途徑獲取貨品，就只限可以電子途徑傳遞的產品，如套裝軟件及歌曲。

問題E6**公共服務電子化計劃／生活易**

「公共服務電子化計劃」是香港特別行政區政府「數碼21」資訊科技策略下的一項重要措施，透過互聯網及其他電子途徑為市民提供超過200項電子公共服務，包括遞交報稅表，申請個人獨資／合夥經營業務的商業或分行登記，繳交政府收費，登記職位空缺及挑選求職者等。

就這問題而言，選項(a)「公共服務電子化計劃」是指透過 www.esd.gov.hk 或 www.esdlife.com 網站或此計劃的公眾資訊服務站(即生活站)獲取政府貨品、服務或資料。

Question E4**Value of goods, services or information purchased**

Value of goods, services or information purchased refers to the total value of purchases of the firm, both for own consumption and for resale.

Designated private network

Designated private network is a communications network within an organisation or among a group of designated organisations.

Interactive Voice Response System through telephone network

Interactive Voice Response System through telephone line refers to an automated system which deals with clients with voice response through telephone lines or mobile telecommunications network.

Other Interactive Response System (such as Short Message Service) through mobile telecommunications network

Other Interactive Response System (such as Short Message Service) through mobile telecommunications network refers to an automated system which deals with clients through mobile telecommunications network without using voice response. Example is Short Message Service, which is commonly used in mobile transactions in financial and banking sector.

Question E5**Payment through Internet**

Completion of payment transaction through Internet without the need to make voice phone-calls, mail payment in cheque/money order or make payment in person.

Questions E6-E9**Receipt of Goods, Services or Information through Electronic Means**

Browsing of information on the Internet is also considered as receiving information through electronic means. Goods received through electronic means are only restricted to products which could be transmitted through electronic means, such as software packages and songs.

Question E6**Electronic Service Delivery Scheme (ESD)/ ESDlife**

Electronic Service Delivery Scheme is a key initiative under the "Digital 21" Information Technology Strategy of the Government of the Hong Kong Special Administrative Region to provide over 200 types of online public services to the community through the Internet and other electronic means. Examples of services include filing of tax returns, application for business registration certificate by sole proprietors and partnerships, paying of Government bills, registration of job vacancies, and searching for job applicants, etc.

For the purpose of this question, option (a) "Electronic Service Delivery Scheme" means obtaining government goods, services or information via the website www.esd.gov.hk or www.esdlife.com or through ESDkiosks.

問題E10-E14**透過電子途徑售賣貨品、服務或資料**

若機構單位有提供並接納完全透過電子途徑預訂或購買其貨品、服務或資料，則會視為有透過電子途徑售賣其貨品、服務或資料。除一般透過互聯網、電話等電子途徑售賣貨品、服務或資料外，亦包括如機構單位根據與客戶訂立的協議，當機構單位透過電子途徑得悉客戶某產品的存貨量降低至某水平時即自動遞送該產品予客戶，供其補充存貨。

問題E12**業務收入**

業務收入是指貴機構透過銷售貨品及服務所賺取的收入。

政府及有關機構

政府及有關機構包括所有政府部門及半官方機構，例如醫院管理局和職業訓練局等。

商業及其他機構

商業及其他機構包括商業機構、公用服務機構（例如電力及燃氣業）、學校及非牟利團體等。

網上收款

是指透過互聯網完成收款程序，而無需顧客使用語音電話，以支票／匯票郵寄付款，或親身交費。

問題E15-E18**透過電子途徑遞送貨品、服務或資料**

把有關機構單位或其所售賣產品的資料放在互聯網上亦視為有透過電子途徑遞送貨品、服務或資料。

VI. 資訊科技項目的財政預算**問題F1-F4****研究及發展**

研究及發展是指有系統及創意的活動，其目的為提高對某些知識的瞭解，而這些知識有助於發明新產品、計劃新服務或應用；亦可改良現有的產品、服務及應用。研究及發展通常都帶有創新和改革的元素。

無線及流動服務和技術

建基於無線／流動裝置（請參閱問題H1的例子）及應用無線／流動傳送技術（請參閱問題H2的例子）的服務及技術。

Questions E10-E14**Sales of Goods, Services or Information through Electronic Means**

An establishment is considered to have sold their goods, services or information through electronic means if they offered and accepted orders or purchases that were placed completely through electronic means. Apart from the sales of goods, services or information through electronic means such as the Internet, telephone, etc., this should include cases where an establishment, in accordance with an agreement with its client, automatically delivers certain product to the client for replenishment of stock when the establishment learns, through electronic means, that the stock kept by the client falls to a certain level.

Question E12**Business receipts**

Business receipts refers to income received through sales of goods and services.

Government and related organisations

Government and related organisations include all government offices and quasi-government organisations such as the Hospital Authority and Vocational Training Council.

Business and other establishments

Business and other establishments include private business establishments; utilities companies (e.g. electricity and gas); schools and non-profit making bodies.

Payment received through Internet

Completion of receipt of payment through Internet without the need for the customer to make voice phone-calls, mail payment in cheque/money order or make payment in person.

Questions E15-E18**Delivery of Goods, Services or Information through Electronic Means**

Placing information on the Internet about an establishment or the products sold is considered to have delivered their goods, services or information through electronic means.

VI. BUDGET FOR INFORMATION TECHNOLOGY**Questions F1-F4****Research and development**

Research and development is defined as any systematic and creative work undertaken in order to increase the stock of knowledge and use of this knowledge to devise new products/services/applications as well as improvement of existing products/services/applications. It generally refers to activities with the element of novelty or innovation.

Wireless and mobile services and technology

Services and technology based on wireless/mobile devices (please refer to examples in Question H1) and making use of wireless/mobile transmission technology (please refer to examples in Question H2)

VII. 資訊科技保安 VII. INFORMATION TECHNOLOGY SECURITY

問題G2

電腦病毒

是指以電子形式從一部電腦散播到另一部電腦，並能影響電腦系統正常運作的電腦程式。病毒入侵所造成的影響參差不齊，從惡作劇（如對屏幕顯示造成滋擾）到惡意破壞（如洗掉數據）。

黑客

非授權人士，為嬉戲或惡意的目的，嘗試接達到電腦或其他相關資源。這些行動通常稱為「襲擊」，而進行方式通常是靠迴避正常的保安程序或利用開放給外界接達的電腦系統的弱點或開放式插口。

阻斷服務

在目標電腦製造非預期的活動，使其不能正常運作，例如不能提供網絡服務給用家。通常是透過一些方法（例如發放大量電子郵件）使目標電腦超出負荷。

問題G4

防火牆

防火牆是一組位於網絡通訊閘服务器的相關電腦程式，目的是保護一個私人網絡的資源，免受外界的侵擾。外界人士在嘗試接達該受保護的網絡時，會受到審查，而只有有效的要求才會轉達。如此，外界人士便不能直接連結到該受保護網絡的資源，而其重要的資料亦可避免受到黑客入侵。

檔案加密

檔案加密是一個程序，目的是將電腦數據檔案轉化到一個非授權人士不能閱讀的格式。而授權人士通常會被給予一個解密工具，以將加密的檔案還原至一個可正常閱讀的格式。

問題G6

保密插口層

保密插口層是一個電腦程式層，目的是透過加密程序，提供在互聯網傳送私人資料（如付款資料）時的數據保安。

保密電子交易

是一套由信用卡公司發展的協定，目的是為網上付款提供身分驗證及批核。客戶會被給予一個錢包（信用卡的軟件版本）以進行網上購物。和使用信用卡親身付款的情況大致一樣，網上賣家的身分資料會被傳送到信用卡公司，以作即時審查買賣相方身分及批核該宗交易之用。

Question G2

Virus

Programs that spread from one computer to another electronically, and can affect the normal operation of a computer system. Virus attacks can range from practical jokes (e.g. annoying screen display) to malicious destruction (e.g. erasing data).

Hacking

Attempts by unauthorised parties to gain access to computers or other related resources either for fun or for malicious intent. These moves are usually called "attacks" and are usually conducted online circumventing normal security procedures or exploiting weak points or open ports in computer systems open to outside access.

Denial of service

Creation of unexpected activities in the targeted computers in such a way that the prey failed to perform its usual service, such as providing network service to its users. Typically conducted via overloading the targeted computer by means such as sending out unsolicited e-mail in bulk

Question G4

Firewall

A firewall is a set of related programs, located at a network gateway server, that protects the resources of a private network from outsiders. Attempts by outside users to access the protected network will be screened and only valid requests will be redirected. In this way, outsiders cannot directly establish links to the resources of the protected network, and vital information of the protected network masked to avoid attacks from hackers.

File encryption

File encryption is a process whereby computer data files are converted to a form unreadable to unauthorised users. Authorised users are typically given a decryption tool to revert the encrypted files to a readable form for normal access.

Question G6

Secure Sockets Layer (SSL)

Secure Sockets Layer is a program layer that provides data security (through encryption) for transmitting private information (such as payment information) through the Internet.

Secure Electronic Transaction (SET)

A set of protocol developed for use by Credit Card companies to replicate the process of authenticating and approval of credit card transactions in online payment. Customers are given a cardholder wallet (software version of credit card) with which to perform purchases online. This initiates a transaction which also collects identity information of the online sales vendor for onward passage to the credit card company for instant online authentication of both buyer and seller and then approval of transaction, in a way similar to using credit cards in making payment in person.

VIII. 無線及流動服務和技術

VIII. WIRELESS AND MOBILE SERVICES AND TECHNOLOGY

問題H1**無線熱點**

無線熱點是無線區域網路應用之一，即由網絡服務供應商所安裝，在指定位置的互聯網接達的供應，利用無線連接到連接達點。

射頻識別技術裝置 (RFID)

基本的RFID系統包括天線、收發器(與譯碼器)和儲存資訊的RFID標籤。天線和收發器可設計成手提或固定裝置。在標籤和收發器之間的數據通訊由天線控制，發射或接收無線信號以啟動標籤，從而讀取或寫入數據。

非接觸式智能卡

非接觸式智能卡是一種建基於隱藏式模組及利用射頻信號通訊的智能卡。

問題H2**通用分組無線電服務 (GPRS)**

GPRS是一個覆蓋在現有GSM網路的無線通訊服務。這是從GSM所演進，過渡往3G (第三代流動服務) 的另一種技術，所以GPRS亦被稱為2.5G 技術。

全球演進式數據速率增強技術 (EDGE)

EDGE是一種3G技術，它支援流動裝置以類似寬頻速度傳送數據。它允許用戶以比普通的GSM/GPRS網路快三倍的速度連接到互聯網，以傳送和接收資料，包括數碼圖像、網頁和相片。

第三代無線通訊系統 (3G)

3G是新一代的流動服務。它的標準基於國際流動電信2000 (IMT-2000)，保證了不同的3G系統與國際漫遊的兼容和共用性。3G使用分組交換的連接及網際規約(IP)，即終端機永久虛擬地連接到網絡。它能夠在一個固定或穩定的無線環境以2Mbps速率和一個流動環境以384kbps速率傳送文字、數碼化話音、錄像和多媒體資訊。

藍芽技術

藍芽是一個低成本、低功率、短程及無線的技術，應用於筆記簿型電腦、手提裝置和流動電話與其它周邊設備和家庭電器之間的區域話音和數據通訊。

流動保安解決方案

為流動裝置和流動連接而制訂的保安政策和程序。

Question H1**Hotspot**

Wireless Hotspot is one of the Wireless LAN applications, which means the provision of Internet access at specific location through wireless connection to the access points installed by the service providers.

Radio Frequency Identification (RFID)

A basic RFID system consists of an antenna, a transceiver (with decoder) and RFID tags that store information. The antenna and the transceiver can be designed as a handheld or fixed-mount device. Data communication between the tag and the transceiver is controlled by the antenna, which emits/receives radio signals to activate the tag, and then data are read/written from/onto it.

Contactless smart card

A contactless smart card is a smart card with no visible module that communicates by means of a radio frequency signal.

Question H2**General Packet Radio Service (GPRS)**

GPRS is a wireless communication service overlaying on the existing GSM network. It is another technology evolved from GSM, which is a transition technology towards 3G (Third Generation Mobile Services), therefore we also called GPRS 2.5G technology.

Enhanced Data Rates for Global Evolution (EDGE)

EDGE is a 3G technology that delivers broadband-like data speeds to mobile devices. It allows consumers to connect to the Internet and send and receive data, including digital images, web pages and photographs, three times faster than possible with an ordinary GSM/GPRS network.

Third Generation Wireless System (3G)

3G is the new generation of mobile services. Its standard is based on International Mobile Telecommunication 2000 (IMT-2000) which ensures the compatibility and interoperability of different 3G systems and global roaming. 3G uses packet-switched connection and the Internet Protocol (IP), it means that the terminal is virtually always connected to the network. It can be used to transmit text, digitised voice, video, and multimedia at data rates up to 2Mbps in a fixed or stationary wireless environment and 384kbps in a mobile environment.

Bluetooth

Bluetooth is a low-cost, low-power, short-range, wireless technology designed for local voice and data communications between notebook computers, handheld devices, mobile phones and other peripherals and home appliances.

Mobile security solution

Security policies and procedures for mobile devices and over mobile connections.

問題H3**短訊服務 (SMS)**

短訊服務是一項透過GSM網絡傳送多達160個英文字母或70個中文字的訊息到流動電話的服務。如透過CDMA網絡，則SMS的最大長度是120個英文字母或55個中文字。

增強型短訊服務 (EMS)

增強型短訊服務是SMS的增強版本，訊息以3GPP標準傳送。EMS訊息包含文字和簡單像素映像的組合、動畫和旋律。用戶可以由互聯網下載圖像、動畫和旋律，甚至更可以自由發揮，在他們的電話上創製上述的訊息。有別於SMS訊息，EMS訊息的文字可以格式化為各樣字體、大小、樣式等。

多媒體短訊服務 (MMS)

MMS是一種包含多媒體項目在流動環境下的新訊息服務。有關訊息可包含靜態圖像、話音或輯錄音像。將來更可支援錄像短片。

基於位置的服務 (LBS)

LBS亦稱為位置服務、基於位置的流動服務、無線位置服務，經常與地理資訊服務結合，提供根據用戶地理位置的相關位置資訊。

全球定位系統 (GPS)

GPS是由24個圍繞地球的人造衛星所組成，以找出地理位置。對普通用戶而言，準確範圍達10到100米。GPS由美國國防部控制，但開放給世界任何人使用。需要GPS接收器從人造衛星獲取資料。根據四枚衛星的資料，接收器可以確定經度、緯度和高度。其它資訊也可被計算，例如一名移動中的用戶的速度。相關的位置、地圖和其它結果可顯示在接收器的螢幕上。

問題H4**無線和流動應用系統**

無線和流動應用系統是建基於無線和流動服務和技術的系統，通常涉及使用裝置例如流動電話、個人數碼助理(PDA)、筆記簿型電腦和其它流動手提裝置，配合流動技術，接達互聯網或公司的服務和應用系統。

地理資訊系統 (GIS)

GIS是用作獲取、整理和分析地理和相關的資料。地理數據包括經度、緯度和數碼化地圖，而相關數據可以是街道地址和大廈名稱。數據會被存放為不同層面的資訊。用戶可以結合不同層面的資訊以配合其特殊目的。所有數據會被地圖化，以便回答一個有關某特殊地點的詢問時，其它相關的資訊亦可一併提供。查詢結果通常透過地圖和圖表顯示。

Question H3**Short Message Service (SMS)**

SMS is a service for sending messages of up to 160 English characters or 70 Chinese characters to mobile phones with GSM network. With CDMA network, maximum length of SMS can be 120 English characters or 55 Chinese characters.

Enhanced Messaging Service (EMS)

EMS is an enhanced version of SMS. Message is sent with the 3GPP standard. EMS message contains a combination of text and simple pixel image, animation and melody. Users may download images, animation and melodies from the Internet, or for even greater self-expression, create them on their phone. Unlike SMS messages, the text of an EMS message can be formatted using a variety of fonts, sizes, type styles, etc.

Multimedia Messaging Service (MMS)

MMS is a new message service for the mobile environment with multimedia items. The message can contain still images, voice or audio clips. Video clips will also be supported later.

Location Based Service (LBS)

LBS, also known as location services, mobile location-based services, wireless location services, is often used in conjunction with Geographic Information Services to provide location sensitive/dependent information based on the geographical location of the user.

Global Positioning System (GPS)

The GPS is composed of 24 satellites that orbit the Earth for locating geographical positions. The accuracy ranges from 10 to 100 meters for normal users. The GPS is controlled by the U.S. Department of Defense but can be used by anyone around the world. A GPS receiver is required to obtain data from the satellites. Based on data from four satellites, the receiver can determine the longitude, latitude and altitude. Other information can also be calculated such as the speed of a moving user. The position, map and other results can be displayed on the screen of the receiver.

Question H4**Wireless and mobile applications**

Wireless and mobile applications are applications based on wireless and mobile services and technology. They usually involve using devices such as mobile phones, Personal Digital Assistants (PDA), notebook computers and other mobile/handheld devices, together with mobile technology, to access Internet/corporate services and applications.

Geographic Information System (GIS)

A GIS is used to capture, manipulate and analyse geographic and relevant data. The geographic data includes longitude, latitude and digitised maps, related data can be street addresses and building names. The data will be stored as different layers of information. The user can combine different number of layers of information to suit his particular purpose. All the data are mapped so that enquiry on a particular location can also return other relevant information. The results are usually visualised using maps and graphs.

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